

Please type a plus sign (+) inside this box → ☐

PTO/SB/05 (12/97) (modified)
Approved for use through 09/30/00. OMB 0651-0038
Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

**UTILITY
PATENT APPLICATION
TRANSMITTAL**

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No. 424992000200

Total Pages 2

First Named Inventor or Application Identifier

Jeff STEWART et al.

Title:

SYSTEM, METHOD AND RECORDABLE MEDIUM
FOR PRINTING SERVICES OVER A NETWORK

CERTIFICATE OF HAND DELIVERY

I hereby certify that this correspondence is being hand filed with the United States Patent and Trademark Office in Washington, D.C. on November 13, 2000.

R. Lynn Boyden
R. Lynn Boyden

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

ADDRESS TO:

Commissioner for Patents
Box Patent Application
Washington, DC 20231

1. ☒ Fee Transmittal Form
(Submit an original, and a duplicate for fee processing)
2. ☒ Specification [Total Pages 30]
(preferred arrangement set forth below)
 - Descriptive title of the invention
 - Cross References to Related Applications
 - Statement Regarding Fed sponsored R & D
 - Reference to Microfiche Appendix
 - Background of the invention
 - Brief Summary of the invention
 - Brief Description of the Drawings (if filed)
 - Detailed Description
 - Claim(s)
 - Abstract of the Disclosure
3. ☒ Drawing(s) (35 USC 113) [Total Sheets 51]
4. ☐ Oath or Declaration [Total Pages]
 - a. ☐ Newly executed (original or copy)
 - b. ☐ Copy from a prior application (37 CFR 1.63(d)
(for continuation/divisional with Box 17 completed)
[Note Box 5 below]
 - i. ☐ DELETION OF INVENTOR(S)
Signed statement attached deleting inventor(s) named in
the prior application, see 37 CFR 1.63(d)(2) and 1.33(b)
5. ☐ Incorporation By Reference (useable if Box 4b is checked)
The entire disclosure of the prior application, from which a copy of the
oath or declaration is supplied under Box 4b, is considered as being
part of the disclosure of the accompanying application and is hereby
incorporated by reference therein.

6. ☐ Microfiche Computer Program (Appendix)
7. Nucleotide and/or Amino Acid Sequence Submission
(if applicable, all necessary)
 - a. ☐ Computer Readable Copy
 - b. ☐ Paper Copy (identical to computer copy)
 - c. ☐ Statement verifying identity of above copies

ACCOMPANYING APPLICATION PARTS

8. ☐ Assignment Papers (cover sheet & document(s))
9. ☐ 37 CFR 3.73(b) Statement ☐ Power of Attorney
(when there is an assignee)
10. ☐ English Translation Document (if applicable)
11. ☐ Information Disclosure Statement (IDS)/PTO-1449 ☐ Copies of IDS Citations
12. ☐ Preliminary Amendment
13. ☒ Return Receipt Postcard (MPEP 503)
(Should be specifically itemized)
14. ☐ Small Entity ☐ Statement filed in prior application,
Statement(s) Status still proper and desired
15. ☐ Certified Copy of Priority Document(s)
(if foreign priority is claimed)
16. ☐

17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:

☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) _____ of prior application No: _____

18. CORRESPONDENCE ADDRESS

Kevin R. Spivak
Registration No. 43,148

Morrison & Foerster LLP
2000 Pennsylvania Avenue, N.W.
Washington, D.C. 20006-1888
Telephone: (202) 887-6924
Facsimile: (202) 887-0763

- ☒ If a paper is untimely filed in the above-referenced application by applicant or his/her representative, the Commissioner is hereby petitioned under 37 C.F.R. § 1.136(a) for the minimum extension of time required to make said paper timely. In the event a petition for extension of time is made under the provisions of this paragraph, the Commissioner is hereby requested to charge any fee required under 37 C.F.R. § 1.17(a)-(d) to **Deposit Account No. 03-1952**. However, the Commissioner is **NOT** authorized to charge the cost of the issue fee to the Deposit Account.

The filing fee has been calculated as follows:

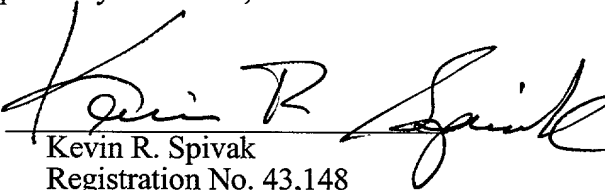
FOR	NUMBER FILED	NUMBER EXTRA	RATE	CALCULATIONS
TOTAL CLAIMS	11 - 20 =	0	x \$18.00	\$0
INDEPENDENT CLAIMS	7 - 3 =	4	x \$80.00	\$320.00
MULTIPLE DEPENDENT CLAIM(S) (if applicable)			+ \$270.00	\$0
			BASIC FEE	\$710.00
			TOTAL OF ABOVE CALCULATIONS =	\$1,030.00
Reduction by 1/2 for filing by small entity (Note 37 C.F.R. §§ 1.9, 1.27, 1.28). If applicable, verified statement must be attached.				\$515.00
Assignment Recording Fee (if enclosed)				\$0
			TOTAL =	\$515.00

- ☒ A check in the amount of \$515.00 is attached.

Applicants hereby petition for any required relief including extensions of time and authorizes the Commissioner to charge the cost of such petitions and/or other fees or to credit any overpayment to **Deposit Account No. 03-1952** referencing docket no. 424992000200. A duplicate copy of this transmittal is enclosed, for that purpose.

Dated: November 13, 2000

Respectfully submitted,

By: 
Kevin R. Spivak
Registration No. 43,148

Morrison & Foerster LLP
2000 Pennsylvania Avenue, N.W.
Washington, D.C. 20006-1888
Telephone: (202) 887-6924
Facsimile: (202) 887-0763

**SYSTEM, METHOD AND RECORDABLE MEDIUM FOR PRINTING
SERVICES OVER A NETWORK AND GRAPHICAL USER INTERFACE**

TECHNICAL FIELD

5 The present invention relates to a system, method and recordable medium for
uploading data across a network, and in particular, to uploading a document across
the network for printing services, and configuring, ordering, and viewing the
document online.

BENEFIT OF EARLIER FILED APPLICATION

10 This application claims the benefit of U.S. Provisional Application No.
60/164,723, filed November 12, 1999, U.S. Provisional Application No. 60/165,643,
filed November 15, 1999, and U.S. Provisional Application No. 60/165,651, filed
November 15, 1999.

15 BACKGROUND ART

Photocopying and reproduction services have been around since the turn of
the century. These services traditionally include a variety of competition ranging
from internal copy centers and network printers to outsourced and quick copy centers.
These photocopying and reproduction services are used in a wide variety of
20 commercial and non-commercial businesses. For example, publishers, firms,
universities, sales professionals, training professionals, international consumers,

corporations, individuals, sole proprietors, mobile offices, home offices, business travelers and content producers all utilize photocopying and reproduction services.

Internal copy centers may be found, for example, in many businesses.

Internal copy centers typically handle photocopying and reproduction for personnel internal to a specific business. These copy centers are, however, often overburdened with the amount of material that they are required to produce, and are often under-staffed and limited in the number of machines that can perform the services. They are also often unreliable to users, require supervision, are often not available after certain hours and do not deliver the package after the services have been completed.

Local network printers, such as a printer attached to a personal computer, are also widely used as a photocopy and reproduction service. Local network printers often suffer from problems such as running out of toner, being in an inconvenient location, very little if any color capability, a lack of confidentiality, lack of preferred software and fonts, and no binding, stapling or shipping.

Outsourced copy centers function similar to internal copy centers except that they are run by an outside copy service. Hence, the problems associated with an internal copy center are similarly attributable to outside copy centers. In addition, the consumer must now associate with persons outside of their business. As is often the case, the exchange of information (i.e. getting the material to the outsourced service, conveying the method of binding, etc.) is miscommunicated and/or not properly

conveyed. Quick copy centers (a specific kind of outsourced copy center), such as Kinko's[®], Sir Speedy[®] and KwikCopy[®], enable consumers to copy, reproduce and bind. However, these centers have the disadvantages of inconsistent quality and service between stores, inconsistent service offerings, diluted brands, and
5 inconvenient locations.

Fig. 1 illustrates a conventional process that a consumer must follow in order to copy or reproduce a document using, for example, the above noted copy centers. First, the consumer must save the document to disk. Then the consumer must walk to the copy center and wait in line for access to a computer and printer. The consumer
10 can then only hope that the copy center has the necessary software and the same version of the software and the fonts that the consumer used in the document. An order must then be placed, and the consumer must wait for the order to be printed. Once the order has been printed, the consumer must then place the order for copy services, wait for a first copy to preview the document, confirm the order, walk back
15 to the office, wait for copies to finish printing, walk back to the copy center and wait in line to pick up the copies. Finally, the copies must be sent to their final destination by some form of mail delivery. As explained above and by the Quick Copy Center diagram, the process is time consuming and lengthy.

As noted above, copy centers do not afford the consumer the ability to
20 preview a document prior to completion of the service. For example, a consumer cannot view either the document as a whole or parts of the document, such as the font

of the document, the binding and/or the color of the cover, until after completion of the entire photocopying and reproduction process. Hence, if the completed product is not satisfactory to the consumer, the entire process must be repeated. This not only increases the time for copying and reproduction, but also inevitably increases the costs to both the consumer and the service provider.

SUMMARY OF THE INVENTION

In one embodiment of the invention, there is an interface to deliver a document from a client to a web server over a network. The interface includes, for example, providing the document selected for delivery at the client, uploading the document over the network to the web server, receiving configuration information corresponding to a configuration of the document, and displaying the document on the interface according to the configuration information.

In another embodiment of the invention, there is a method to view a document. The method includes, for example, uploading a document from a client to a web server, providing an interface, inputting via the interface configuration information corresponding to a configuration of the document and displaying an image of the document that represents the physical appearance of the document according to the configuration information.

In still another embodiment of the invention, there is a system to deliver a document from a client to a web server over a network. The system includes, for

example, an interface to configure and order the document, an upload manager uploading the document from the client and transferring the document to the web server, and a facility delivering the configured document to a specified delivery address.

5 In yet another embodiment of the invention, there is an interface for delivering a document over a network. The interface includes, for example, an application enabling a user to select the document for delivery, an upload manager launching the interface to view the document as a result of selecting the document for delivery.

10 In still another embodiment of the invention, there is a system for delivery of a document using an interface over a network. The system includes, for example, an application to select the document for delivery, and an upload manager to upload the document to a web server and launch the interface, wherein the interface allows a user to view the document selected.

15 In yet another embodiment of the invention, there is a method for delivering a document over a network. The method includes, for example, providing an application to enable a user to select a document for delivery of the document, and launching the interface for viewing the document as a result of selecting the document for delivery.

20 In still another embodiment of the invention, there is a method for delivery of a document over a network. The method of the invention includes, for example,

providing an application to select the document for delivery, providing an interface to view the document selected, and uploading the document to a web server and launching the interface.

5

BRIEF DESCRIPTION OF THE DRAWINGS

The figures relate to a system, method and recordable medium of the present invention. They are merely illustrative in nature and do not limit the scope of invention to their disclosed embodiments.

10

Fig. 1 illustrates a conventional process that a consumer must follow in order to copy or reproduce a document.

Fig. 2 illustrates an exemplary network of the invention.

Fig. 3 is an exemplary diagram of an embodiment of the system in the invention.

15

Fig. 4 illustrates an exemplary diagram of a user requesting a file to be printed using the system and method of the invention.

Fig. 5 illustrates an exemplary diagram of a user requesting a file to be printed using the system and method of the invention.

Fig. 6 is an exemplary diagram illustrating one embodiment of the system of the invention.

20

Fig. 7 is an exemplary flow diagram of a method of using the system of the invention.

Fig. 8 is an exemplary flow diagram of the operation performed by the upload manager.

Fig. 9 is an exemplary flow diagram of uploading a document.

Fig. 10 illustrates a flow diagram of an embodiment of the graphical user interface of the invention.

Fig. 11 depicts an illustrative home page.

Fig. 12 depicts a screen shot of an illustrative sign-up screen that collects basic user identification information, such as name, address, email address, password, and telephone number.

Fig. 13 depicts an illustrative download screen that determines the user's operating system and browser and automatically downloads and begins the process to install the software on the user's computer.

Figs. 14A-14I depict illustrative screen shots of the complete installation process.

Figs. 15A-15K depict illustrative screen shots of screens that allow a registered user to use this invention to print a document over a network.

Figs. 16A and 16B illustrate processing performed to configure a document.

Figs. 17A-17Q depict additional illustrative screen shots of a graphical user interface for configuring, viewing and ordering a document.

Fig. 17R depicts an illustrative screen shot of an address book entry screen.

Fig. 17S depicts an illustrative screen shot of an account file screen that allow a user to verify and modify account settings such as password, account address, and default delivery.

5

DETAILED DESCRIPTION OF THE INVENTION

This invention supports an efficient system, method and recordable medium to copy or reproduce documents. A user may select various binding, formatting and payment options and preview the impact of such selections on a final document prior to the document being reproduced according to such selections. The system, method and recordable medium operates over a network, such as the Internet. Therefore, the user may be located anywhere in the world and request copying or reproduction of a document according to specific parameters, and may view the final document electronically before the final document is produced in a hard copy format. The user may change the document formatting and other options as desired with the preview feature. Such changes are performed in real-time from the user's computer and do not require the time and resources of a conventional copy center. Additionally, the user is not subject to waiting in line while copy center personnel handle previous requests placed by other consumers. Once an order has been placed to the reproduction system, the user can track the order to determine its status at any time during its processing.

20

Communication of data occurs over a network, such as a LAN, WAN, internet, or the network illustrated in the various Figures. Fig. 2 illustrates an exemplary network of the invention. Connection to the network 300 can also occur, for example, by modem or dial-up telephone connection, or as readily understood by one having skill in the art. The network 300 illustrated in the Fig. 2 includes, for example, a client 310, a local internet service provider (ISP) 312, a universal print job acceptor ("UPJA") 320, a storage unit (e.g. a mini store) 330, and multiple web servers 315. The network 300 described in Fig. 2 is exemplary and can be modified as readily understood by one having ordinary skill in the art.

The network 300 can be divided, for explanatory purposes, into three sections: the client side of the network 300a, the back end side of the network 300b and the printing side of the network 300c. Communication between the client side 300a, the back end side 300b and the printer side 300c occurs, for example, through the network 300. As illustrated in Fig. 2, added levels of security, such as use of firewalls, ensure that information sent over the network 300 is not disturbed (e.g. the information is not modified, changed or breached). Generally speaking, a user on the client side 300a of the network can request printing from, for example, a personal computer, and generate a document for shipping and/or delivery from printer side 300c. The back end side 300b of the network 300b is transparent to the user.

Fig. 3 is an exemplary diagram of an embodiment of the system in the present invention. Fig. 3 primarily illustrates the client side 300a of the network 300, with

the addition of the UPJA and SQL server which are on the back end side 300b of the network 300. The system includes, for example, a DevMode Data Store, a Print Driver UI, a local application, a GDI, a Print Driver PDL Gen, a Print Spooler, a Port Monitor, an Upload Manager, a Universal Print Job Acceptor (UPJA), a SQL server, a Version Manager, and a System Tray Application which allows power up and user selection of icons.

First, relevant file information (parameters) will be sent from the spooler 344 via the port monitor 346 and upload manager 310a to a web server 320 (e.g. UPJA). The relevant file information includes, for example, a handle identifying the location of the printer, printer name, job id, printing level, and document information such as color, stapling, etc. After the relevant file information is sent to the port monitor 346, a check is performed to determine whether a valid component (e.g. a print driver 310b) is being used, for example, to print the document. In the preferred embodiment, the print driver resides as a file on the client, and comprises Windows™ based code. The print driver 310b may be installed, for example, by downloading it from a server or installed from disk. In order to validate the print driver 310b, the name of the print driver 310b is sent to the version manger 348, and a check (e.g. a CRC) is performed to compare the components of the print driver stored in the file with information stored in a registry. The registry includes, for example, predetermined information which can authenticate that a valid print driver is being used. If the comparison results in an invalid print driver, the data file (document) will

not be sent (uploaded) to the web server. If, on the other hand, the comparison results in a determination that the component (print driver) is valid, then the data file is sent from the print spooler 344 to the port monitor 346. The data file is sent, for example, as packets of information from the print spooler 344 to the port monitor 346. In this embodiment, it is preferable that the packets of data are sent in 4 Kbyte packets.

Once the entire data file has been sent to the port monitor 346, the entire data file is sent, via the upload manager 310c, to the UPJA 320 and stored. The upload manager 310c then launches a web browser 310d for viewing the document.

In one embodiment of the invention, an object (e.g. a filter) may be placed in between two other objects (e.g. the Print Spooler and the Port Monitor). The filter can be used, for example, to detach the port monitor 346 from the Print Spooler 344, allowing the system to easily upgrade object code for future versions of software. The filter would preferably be a proxy filter. Other embodiments may include a data store filter in between the DevMode Data Store and the Print Driver UI, and a Print Driver Filter in between the GDI and the Print Driver PDL Gen.

With reference to Figs. 2 and 3, the client 310 (e.g. a terminal, personal computer, PDA, mobile phone, etc.) stores, for example, local applications 310a such as Word TM or PowerPointTM, print drivers 310b, a port monitor 346, an upload manager 310c and a browser 310d. The local applications 310a can be used to create or download a document (the term "document" is being used to broadly refer to any data or information that can be transmitted over the network 300) that the user can

ultimately forward to the print side 300c for shipping and/or delivery to a specified location. Print driver 310b builds and creates objects necessary to communicate with the selected printing device (e.g. a printer directly attached to the client 310, a printer on the network 300 or a printer located at the printer side 300c). The upload manager 5 310c is responsible for compressing and transferring files (e.g. documents) over the network. The browser 310d, such as Internet Explorer TM or Netscape Navigator TM, is used to download print drivers 310b, and to view and order documents.

Downloading of this data preferably occurs prior to requesting a print job. Of course, other systems and methods may be used to browse and download print drivers and 10 view or order documents as one having ordinary skill in the art would recognize. For example, print drivers 310b may be loaded onto the client 310 by reading software stored on a recordable medium. The upload manager 310c communicates with the UPJA 320, for example, via Extensible Markup Language (XML) messages over http/https. XML allows browser clients to download an HTML page and then 15 manipulate the page off line, without referring back to the server. The main task of the upload manager 310c and UPJA 320 is to transfer and compress files (preferably secure PostScript print files) via, for example, a Secure Socket Layer (SSL).

Operation of the upload manager 310c is now described. The upload manager 310c, which resides on the client 310 and is software in the preferred embodiment, 20 handles upload and recovery of data for print jobs on the network 300. Once a complete document has been uploaded and transmitted to a server for reproduction

processing, the upload manager 310c launches a web browser that allows a user to view and edit the document. For software including version information, the upload manager 310c can determine which version of the software is supported by the system and can monitor the data to determine whether a valid version of the software is being used, as described below.

A caching server 340 manages the download of driver software and other common HTML and image data elements between the client 310 and the UPJA 320. The UPJA 320 (which is a server in the preferred embodiment and therefore includes the conventional components of a computer, including memory, storage and a process, in the preferred embodiment), in one embodiment, receives the document as it is transmitted from the client 310, via the ISP 312, across the network 300. The document is received by the UPJA 320, via the upload manager 310c, after the print driver 310b being used has been authenticated by the version manager 348, and the entire document has been sent to the port monitor 346. Replicating servers 350 (i.e. lightweight directory assistance protocol, or LDAP, servers) authenticate clients 310 requesting services from the UPJA 320 and web servers 315. Authentication occurs as is readily understood by one having ordinary skill in the art. For example, the web servers 315 provide application services for web browsing and viewing of order information of newly uploaded and previously ordered documents. Software, such as AlchemyPS, is used to render "gif" images of the PostScript document for viewing.

The mini store 330 stores documents (i.e. files) uploaded to the UPJA 320, as well as web, application, SQL and LDAP data.

After a document has been sent to the UPJA 320, it can be downloaded to the printer side 300c. The printer side 300c allows the user on the client side 300a to
5 print, bind and deliver documents that have been uploaded and stored on the network 300. The physical location of the print side 300c can be anywhere relative to the client side 300a and back end 300b. In the preferred embodiment, print side 300c is located in a printing facility next door to a delivering company such as Federal Express™. Documents are downloaded to a storage unit (e.g. main storage) located
10 on print side 300c, as illustrated in Fig. 2, and then replicated on printers for ultimate shipping and delivery of the completed product to an address or location specified by the user. The completed product is an actual representation of the virtual product created by the user on the client side 300a. For example, a user may select a file that has been created using a standard editor such as Word™. The file may then be
15 edited or modified by selecting font size and color, binding and paper using the interface opened by browser 310d. More specifically, Figs. 4 and 5 illustrate exemplary diagrams of a user requesting a file to be printed using the system and method of the present invention. Operation of the system and method are discussed below.

20 Referring to Fig. 4, a user requests data to be printed at 400. After data (i.e. a document) has been selected at 400, the user may configure the settings of the

document using a configuration unit (e.g. the item configuration wizard), as described below. Before uploading the selected document(s) to the UPJA 320, the print driver 310b selected by the user is verified by the version manager 348 at 410. If the version manager 348 determines that the print driver is not valid (i.e. not acceptable), then a message is sent to the client 310 at 450, and the process begins over. If, on the other hand, the version manager 348 determines that the print driver information is valid, then data is uploaded from the client 310, for example, to the port monitor 346 via the print spooler 344 (see, for example, Fig. 37. That is, when data being uploaded includes version information, the upload manager 310c can query about, for example, what version of software the system supports. For example, when a "print" command is issued, the upload manager 310c can monitor, in real time, the data to determine if a valid version of the print driver 310b (e.g. driver software) is being used. The upload manager 310c also verifies that the client 310 software (e.g. local applications), and/or components making up the software, represent a coherent set of components and work properly together. This can be accomplished, for example, by a version manager 348 authenticating the components of the drivers and client software.

Uploading a document begins at 420. The upload manager 310c compresses the document(s) that has been selected for printing, and sends it to the UPJA 320 for storage (preferably temporary) at 430. The preferable method of transferring documents using the upload manager is the discussion of a separate application. Of

course, one having ordinary skill in the art will recognize that documents can be transferred in a variety of ways, and the present invention is not limited to the preferred embodiment. Documents sent to UPJA 320 may also be stored in mini store 330 for later retrieval at 430. Finally, the document is sent to printer side 300c where it is stored in a main storage unit, and printed according to the user defined specifications at 440.

As illustrated in Fig. 5, subsequent to uploading a document in 420, in one embodiment users can specify with the aid of a configuration wizard, the item, for example, document type, paper stock, printing options, double or single sided copies, color versus black and white, cover and orientation (422). The user is then presented with the option of either viewing their shopping cart and choosing an item (e.g. another document) to be purchased for printing, or can select the number of copies to be printed (422). After the selection of the number of copies has been made, the user can select the appropriate address or location for delivery of the printed document, convey billing information, preview and submit the order, and receive confirmation and updates regarding the order (424 and 442).

Fig. 6 is an exemplary diagram illustrating one embodiment of the system of the invention. The network 300 includes, for example, client side 300a, back end side 300b and print side 300c. The client side 300a includes a public web server, third party content, a corporate intranet and a print driver. Each of these components can freely communicate with each other and with the UPJA 320 on back end side 300b.

The UPJA 320, as described above, can receive jobs, requests for information, etc., and serves as the primary (although not the exclusive) link between the client side 300a and the print side 300b. The back end side 300c includes a main storage to store documents downloaded from the UPJA 320, a job queue, workstations and printers to complete the ordered jobs. Servicing on the completed jobs can also be handled at the print side 300c, or at a separate location. Servicing includes, for example, binding, cutting, collating and wrapping the documents to be shipped, as well as boxing, labeling and shipping or delivery of the document(s) to a specified address or location.

Fig. 7 is an exemplary flow diagram of a method of using the system in the invention. The flow illustrated is merely an example of one embodiment of a process that a user accessing the system may perform. The user creates a document in a local application 310a on, for example, their personal computer (600), and prints the documents from the application to the selected print driver 310b (605). The document is printed as a postscript document (610). The upload manager 310c then uploads the postscript print file to the UPJA 320 over http/https (615), and the upload manager launches the web browser 310d for document viewing (620). The user can then configure the finishing and binding options for the document using the interface on the personal computer (625). Once document configuration information is validated, the user inputs shipping and payment data on the interface(630). The shipping and payment data are verified, and the print file is put in long term storage (635). The

finishing and biding options are then combined with the postscript file to create a print ready file (640), and the print ready file is sent to the print queue (645) and transferred to the production facility (i.e. printing facility). A printer operator can then select a job and queues it to an available printer (655), and the job is ripped and sent to the printer (660). The printer punches and/or binds the job on-line (665), and the package is sent for delivery (675). The user is able to track the package, receive the package and open the package (680-690).

Fig. 8 is an exemplary flow diagram of the operation performed by the upload manager. A client's "upload request" is sent via, for example, an XML protocol such as a Java active server page (ASP) to a server, such as the UPJA 320 depicted in Fig. 3. The server creates an "upload.begin" request ASP and an associated object identifying the request. The object is sent to a database and stored. In response, the object initiates an "upload.begin" response, which is transmitted to the client 310 via, for example, XML. This process repeats for each client upload request. Further details of the processing performed relative to uploading an entire document are described below relative to Fig. 5.

Fig. 9 is an exemplary flow diagram of uploading a document. Referring to Fig. 9, the transfer of information across the network 300 begins with a request by the client 310, for example, a command to print a file at 506. The print driver 310b residing, for example, on the client 310 makes a request to upload a data packet at 510. The data packet is sent as an ASP request to web server 315, such as a IIS

Windows-based web server at 516. The request may be, for example, an
“upload-begin” request, an “upload-request” or an “upload-complete-response.”

The ASP provides the server-side equivalent to using a scripting language and
objects on the client 310. When the print driver 310c makes the request to upload a
5 data packet, the client 310 keeps track of which data packet(s) has been sent. That is,
the data packet is “marked” for subsequent reference. If a problem occurs in the
transmission, for example a modem failure, machine failure, the internet goes down, a
database goes down, the file is corrupted, etc., or if the file is successfully
transmitted, the system can properly respond to the client 310. For example, if the
10 file is successfully transmitted, the client 310 is notified of the successful transfer. If,
on the other hand, a transmission error occurs, the network 300 is able to identify
which data packet was last sent using the marked reference. In this regard, the
system can continue, i.e. resume, uploading from the point of error, without having to
resend or retransmit the entire data file.

15 The ASP request then executes at the server 315 and launches associated
objects stored in the server at 520. After the ASP request executes, an initial
handshake occurs between the client 310 and server 315. During the initial
handshake, an object is launched to create a new globally unique identification
(GUID) of the file at 526. The newly created GUID is then sent to the client 310 as
20 an “upload-begin-response” and is used for subsequent “upload-request” uploading of
the file. Uploading of the file then begins and information about the file, such as file

size, CRC, document names, color, orientation and number of pages, is transferred to the UPJA 320 at 532. Once the entire file and corresponding file information is transferred to and stored in the UPJA 320 at 538, it is transferred and stored in a computer readable medium, such as, a mini store 330 at 542.

5 If at any time during the transfer of data an error occurs, an “upload-response” is sent to the client. The response indicates to the client 310 that an error during transmission has occurred at 550. The client 310 responds to the “upload-response” by re-transmitting the packets from a point at which the last packet was successfully sent at 556. This re-transmission process can be repeated for a predetermined number
10 of times. If an error is still present after the system has re-tried the predetermined number of times at 562, then an “upload-resume” request is initiated at 568. The “upload-resume” request transmits the GUID to the upload manager 310c so that the upload manager 310c can determine which file the upload resume request relates to. The upload manager 310c then determines the last referenced, or “marked,” data
15 packet and resumes the transfer of data beginning with that packet. The data packets are transmitted until the entire file has been successfully transferred to the server.

 Once the complete file, along with corresponding file information, has been transferred to the server and stored, a browser 310d located at the client 310 is launched at 574. The browser 310d allows the user to view, configure, format, print,
20 etc. the uploaded document as described above.

User Interface

5

10

locate addresses both stored on the client, as well as stored in a database accessible by the system.

Fig. 11 depicts an illustrative home page. From the home page, first time users who have not registered with the system can create an account and register with the system, and registered users may log in to the system. Fig. 12 depicts a screen shot of an illustrative sign-up screen that collects basic user identification information, such as name, address, email address, password, and telephone number.

After registering with the system, a user can download and install the system software. Fig. 13 depicts an illustrative download screen that determines the user's operating system and browser and automatically downloads and begins the process to install the software on the user's computer. As depicted in Fig. 13, after the software has been downloaded to the client, the user double-clicks the install document to complete the installation process. Figs. 14A-14I depict illustrative screen shots of the complete installation process. Fig. 14D depicts a screen shot of an inquiry that is displayed to a user who already has a copy of the software on the client. Such user may choose to upgrade the software and continue the install by selecting "yes," or may choose to maintain the current version of the software by selecting "no."

Figs. 15A-15K depict illustrative screen shots of screens that allow a registered user to use this invention to print a document over a network. A user chooses a document residing on the client for printing. The document may be, for example, a Word document that the user has created. The user communicates to the

upload manager a desire to use the system to print a selected document. For example, a user may select “print” from the “document” menu. When the print dialogue box is displayed, the user then selects a printer . To print over a network with the invention, the user can select, for example, a Mimeo printer option, such as the Mimeo

5 Black/White printer as depicted in Figs. 15B and 15C. From the print dialogue box, the user sets the number of copies to “1” even if the user actually desires to print multiple copies of the document. Once the document has been uploaded, a configuration GUI will allow the user make additional reproduction selections, including specifying the number of copies. The document is then compressed and

10 encrypted, see Figs. 15E and 15F. Then, the user logs in to the system, see Fig. 15G, and the upload manager transfers the indicated document from the user’s computer to the UPJA 320, as described above. A confirmation screen notifies the user when the transfer is complete and outlines the specifications of the uploaded document. At this point, the user can also preview the uploaded document.

15 Figs. 16A and 16B illustrate processing performed to configure a document. After logging on to the system, the user can select a document that has been uploaded to the system and is stored in a “library” of documents maintained by the system. The user may then configure and order the selected document. A configuration user interface, such as the “Item Configuration Wizard” allows the user to specify a

20 variety of configuration and formatting options. Fig. 16A depicts a flow diagram of the processing performed relative to the Item Configuration Wizard. The Item

Configuration Wizard allows the user to specify, for example, document type, paper stock, printing options, double or single sided copies, color versus black and white, cover and orientation (1605). Once the user has completed the configuration, document formatting process and previewed the document, the user is presented an option to either view their shopping cart (1610) and choose an item (i.e., a document) to be purchased for printing (1615), or to select the number of copies if only one document exists (1620). After the number of copies has been selected, the user can select the appropriate address for delivery of the printed document (1625), convey billing information (1630), preview and submit the order (1635), and receive confirmation (1640) and updates regarding the order (1645). The order may also be modified after preview if necessary. An order may be sent to multiple parties.

Fig. 16B illustrates an exemplary flow diagram for the Item Configuration Wizard described in Fig. 16A. Once a document has been selected by the user, the user can select the style in which the document will be printed (1605). For example, the user can select a document to be printed as a brochure, binded, single pages, presentation, booklet or soft cover book. If, for example, the user selects to bind the document, then the user can choose between multiple options such as staples, staple placement, landscape or portrait, spiral tape, and color of the tape. The user can then select printing options such as double or single sided, paper stock and color, a cover sheet, etc. These selections may be made, for example, from a pull-down menu. A

user may also specify configuration parameters by clicking on specific areas of the document and selecting or dragging options over the page.

After completion of the selection process, the user can preview the document in accordance with the selections. This preview shows the actual view or representation of the document according to the selections. The preview feature allows a user to preview multiple pages of the document simultaneously, as desired, so that the user may, for example, view the overall view and representation of the document. The graphical user interface also includes a zoom feature that allows a user to zoom into any page and preview the document at full size. Configuration parameters may be repeatedly changed by a user until the document has been ordered.

Figs. 17A-17Q depict additional illustrative screen shots of a graphical user interface for configuring, viewing and ordering a document. As depicted in these figures, after completing the configuration process, a user specifies an address list of intended recipients. Then, the user selects a delivery method for each recipient by making selections, for example, from a pull-down menu. The system also allows the user to create a customized memo, i.e., package cover slip, for each recipient (see Fig. 17K). Once the order process is completed, a summary screen, depicted in Fig. 17L, displays details of the order. If the order is correct, then the user proceeds to a payment screen, depicted in Fig. 17M. Otherwise, the user may return to the previous order and configuration selection screens to amend the order as appropriate. Once the

user indicates a payment method, the a confirmation screen, depicted in Fig. 17N, is displayed.

Figs. 17O-17Q depict screen shots of illustrative order tracking screens.

Fig. 17R depicts an illustrative screen shot of an address book entry screen.

5 Fig. 17S depicts an illustrative screen shot of an account file screen that allow a user to verify and modify account settings such as password, account address, and default delivery.

10 The graphical user interfaces can be stored, for example, on a web server, in a database or as software residing on the client. It should be noted that other types of manufacturing over a network can be previewed. For example, similar to previewing a document before it is bound, the manufacturing of a product may be viewed prior to production.

15 Although this invention has been described relative to a particular embodiment, one of skill in the art will appreciate that this description is merely exemplary and the system and method of this invention may include additional or different components. This description is therefore limited only by the appended claims and the full scope of their equivalents.

WHAT IS CLAIMED IS:

1. An interface to deliver a document from a client to a web server over a network, comprising:
 - providing the document selected for delivery at the client;
 - uploading the document over the network to the web server;
 - receiving configuration information corresponding to a configuration of the document; and
 - displaying the document on the interface according to the configuration information.
2. The user interface of claim 1, further comprising receiving a request to order the document.
3. The user interface of claim 2, further comprising receiving an address for delivery of the ordered document.
4. The user interface of claim 2, further comprising receiving billing information for payment of the ordered document.
5. The user interface of claim 1, further comprising configuring the document online.

6. A method to view a document, comprising:
- uploading a document from a client to a web server;
 - providing an interface;
 - inputting configuration information corresponding to a configuration of the document; and
 - displaying an image of the document that represents the physical appearance of the document according to the configuration information.
7. A system to deliver a document from a client to a web server over a network, comprising:
- an interface to configure and order the document;
 - an upload manager to upload the document from the client and transferring it to the web server; and
 - a facility to deliver the configured document to a specified delivery address.
8. An interface for delivering a document over a network, comprising:
- an application enabling a user to select the document for delivery; and
 - an upload manager launching the interface to view the document as a result of selecting the document for delivery.

9. A system for delivery of a document using an interface over a network, comprising:

an application to select the document for delivery; and

an upload manager to upload the document to a web server and launch the interface,

wherein the interface allows a user to view the document selected.

10. A method for delivering a document over a network, comprising:

providing an application to enable a user to select a document for delivery of the document; and

launching the interface for viewing the document as a result of selecting the document for delivery.

11. A method for delivery of a document over a network, comprising:

providing an application to select the document for delivery;

providing an interface to view the document selected; and

uploading the document to a web server and launching the interface.

ABSTRACT

5

(PRIOR ART)

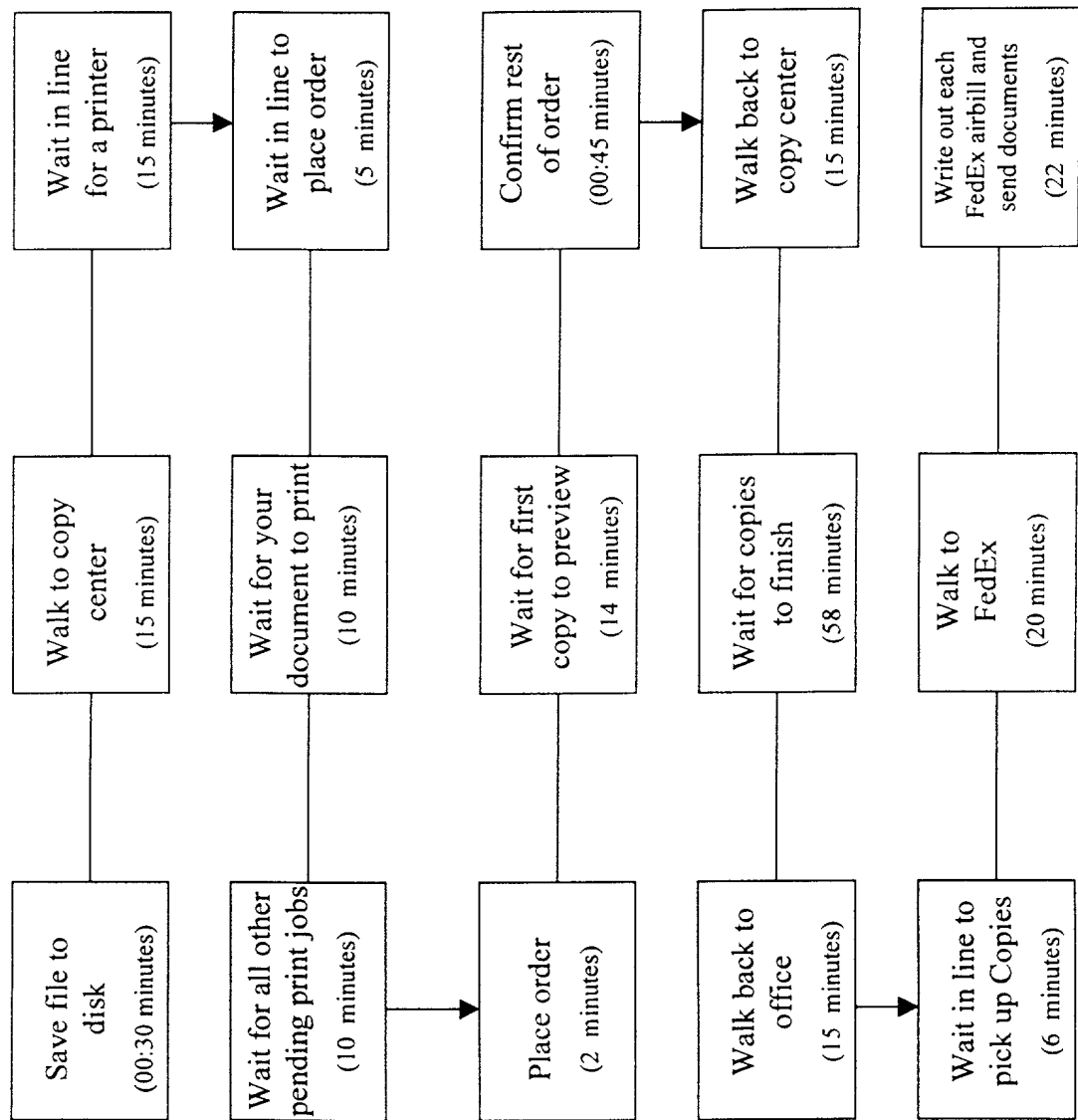


Fig. 1

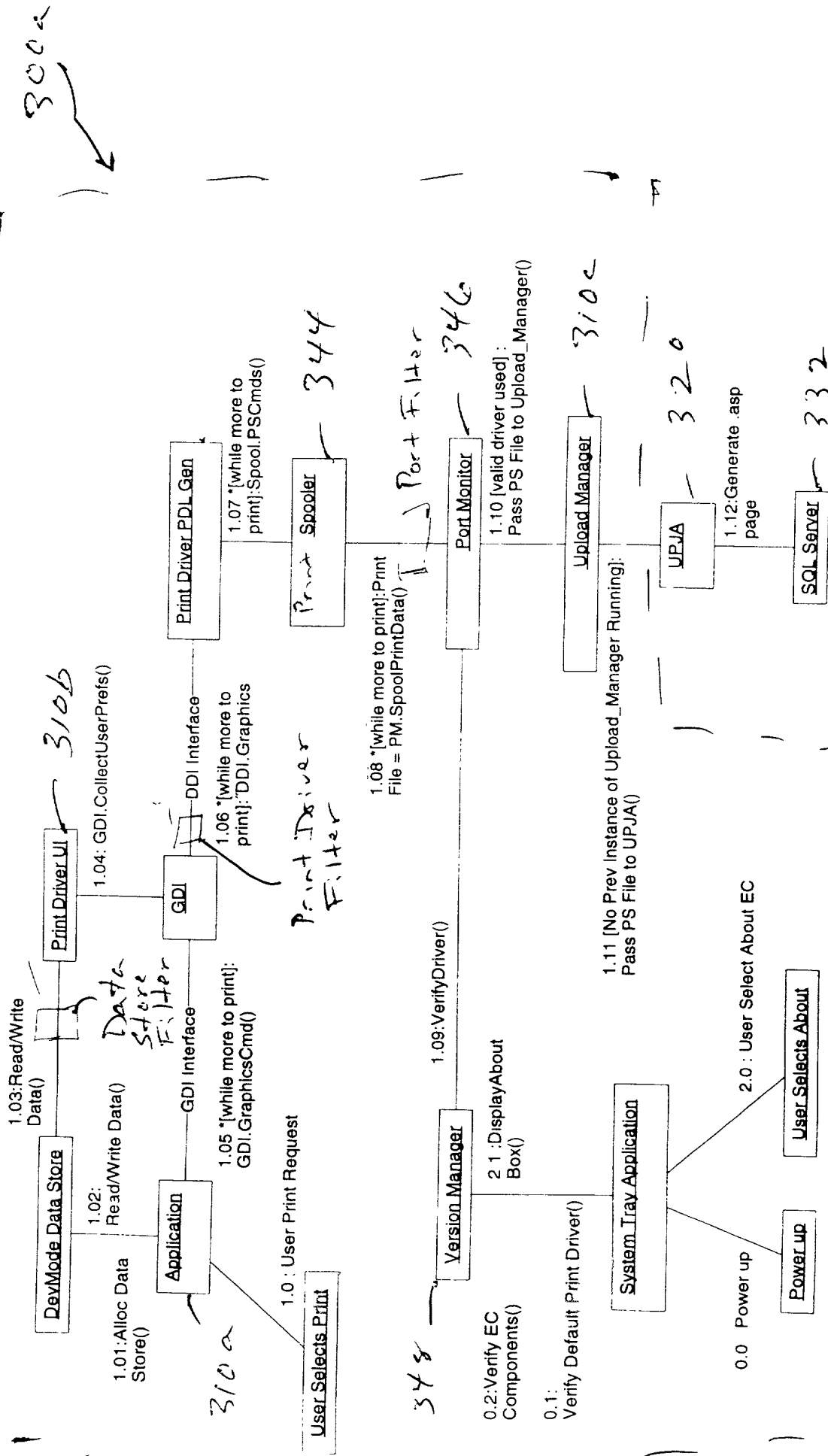


FIG. 3

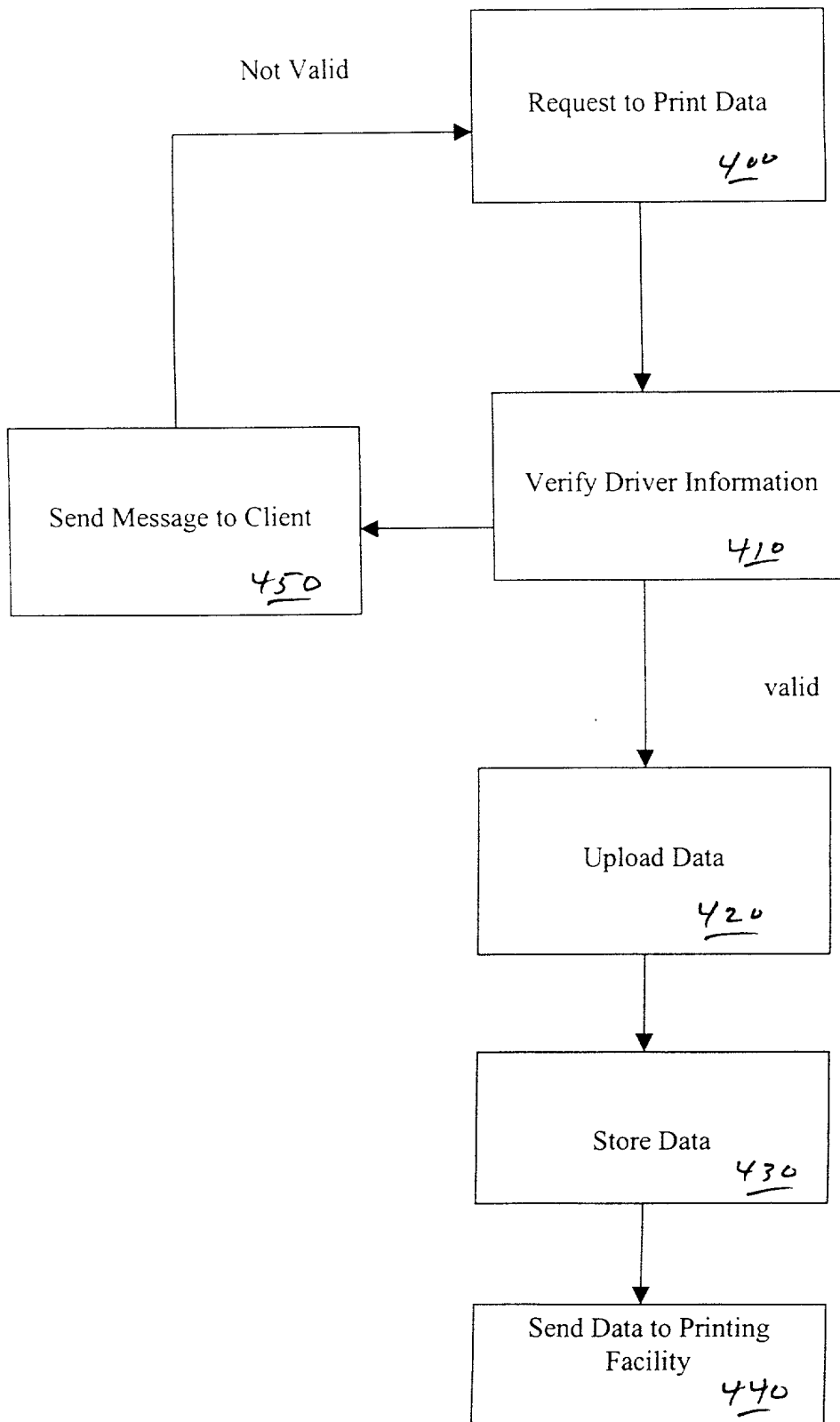


FIG. 9

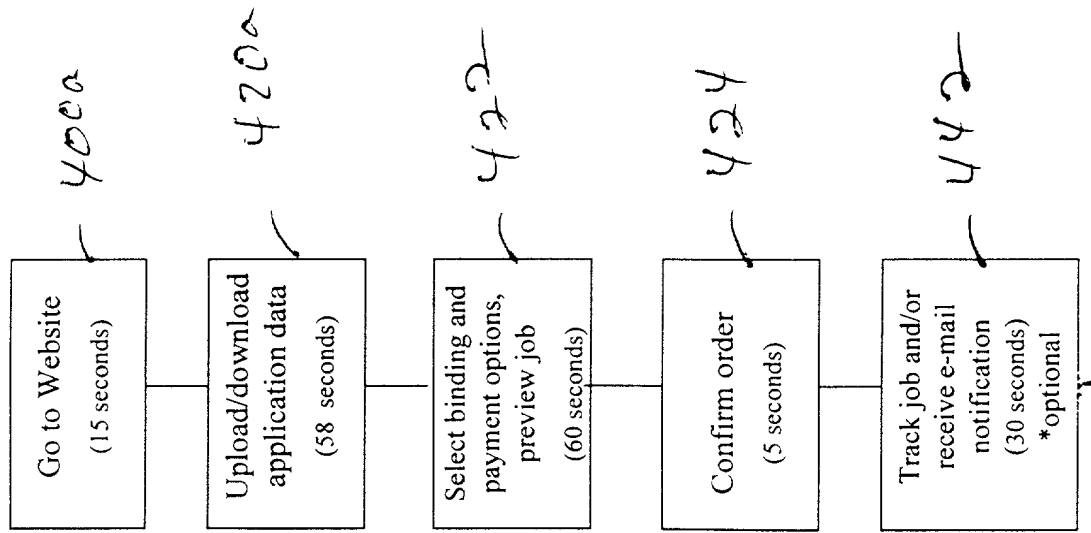
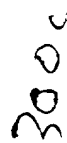


Fig. 5

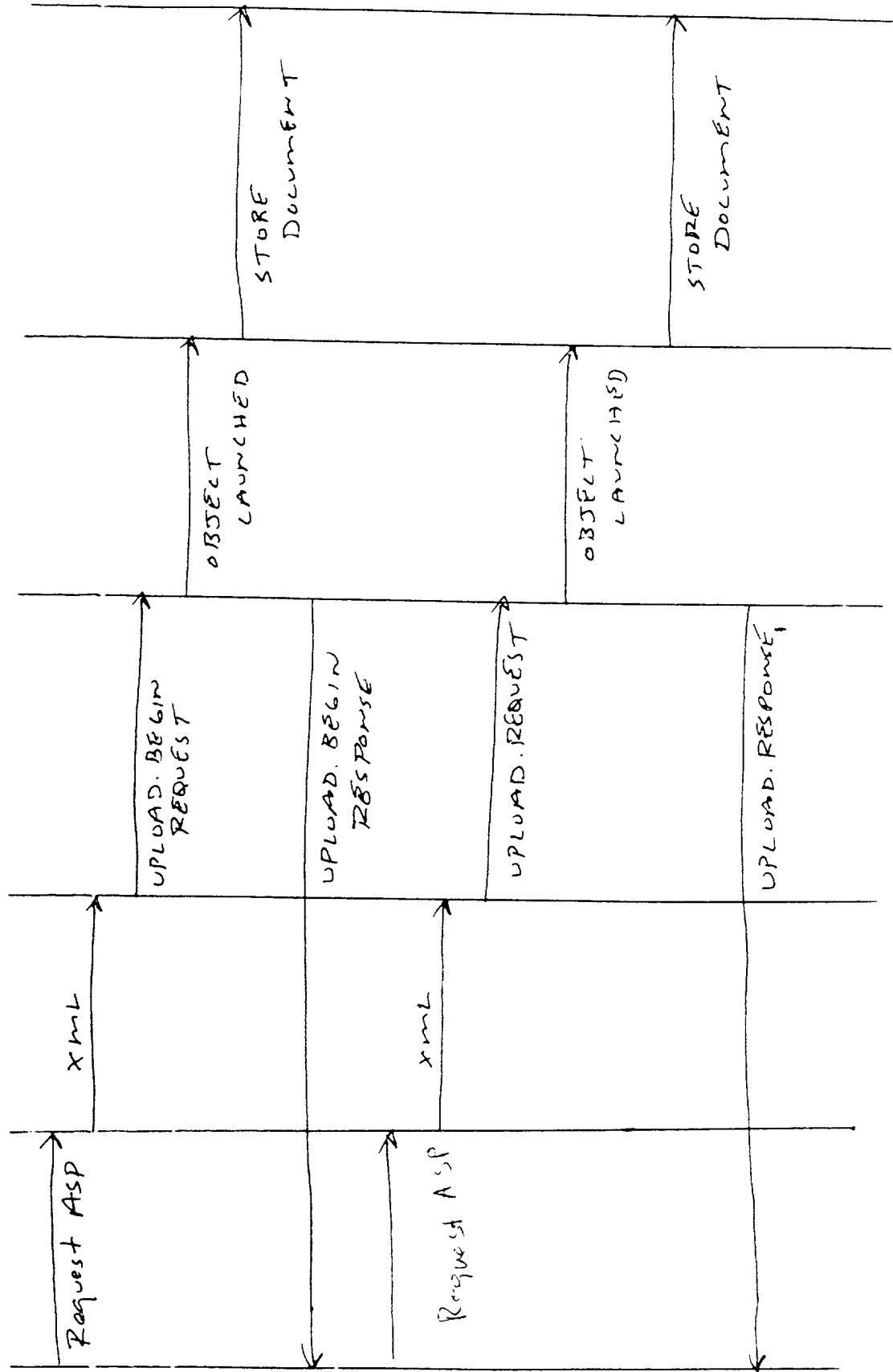
30



File 6

OBJECT STORAGE

CLIENT IIS Request ASP OBJECT DATABASE DATA BASE FILE SYSTEM



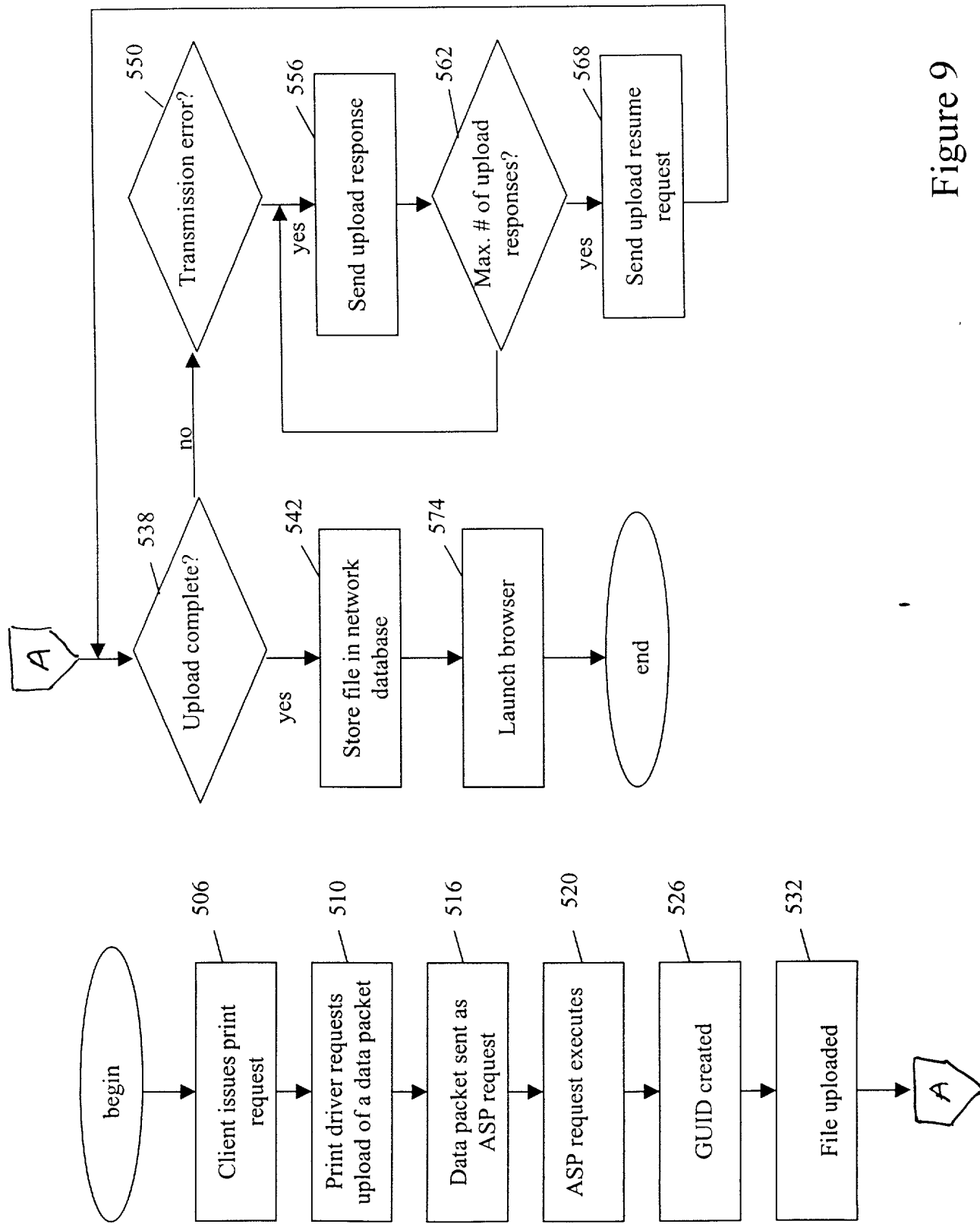
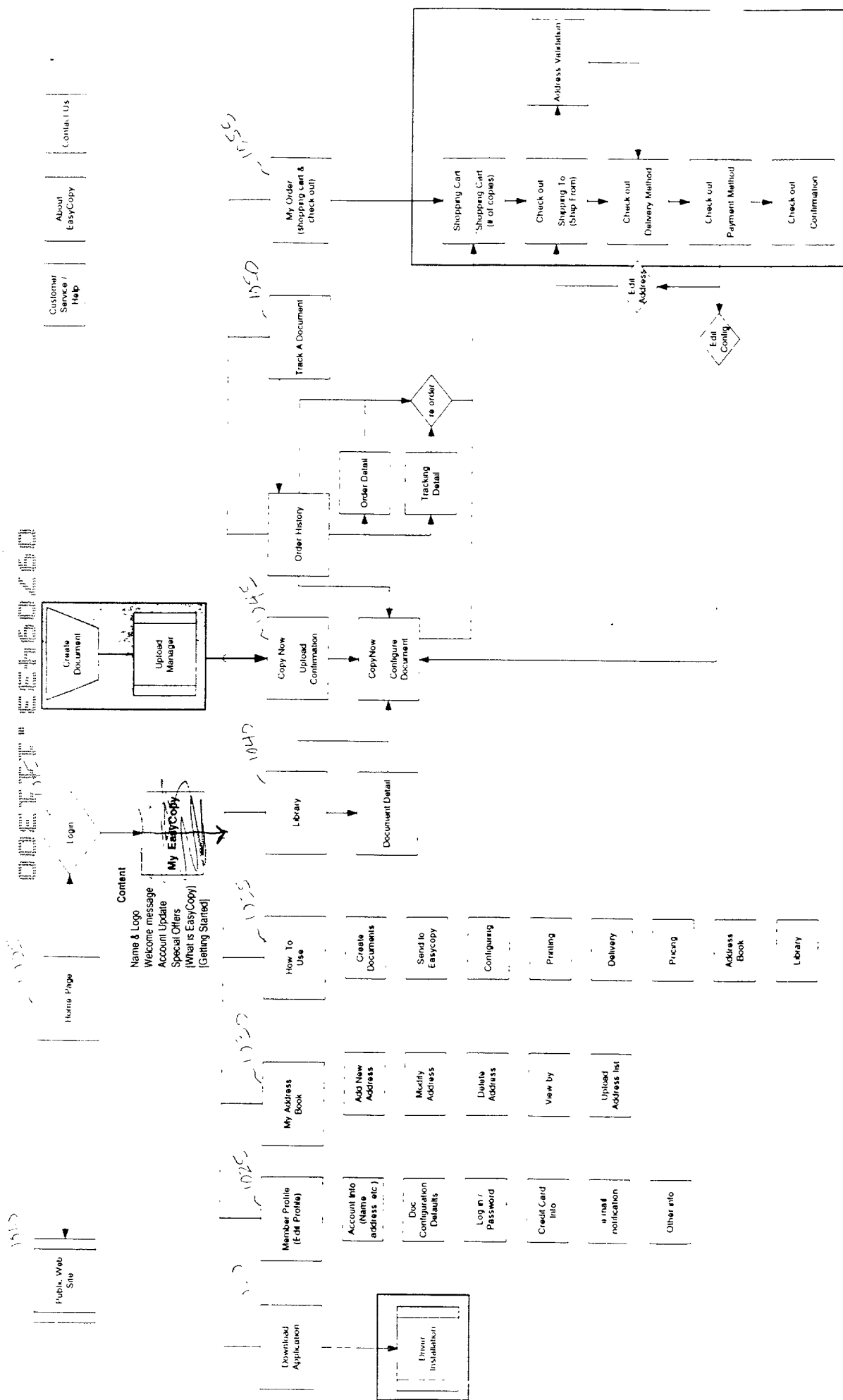


Figure 9



Internal / Application Site
for release 11/15/99
version 2



Fig. 10

Home page

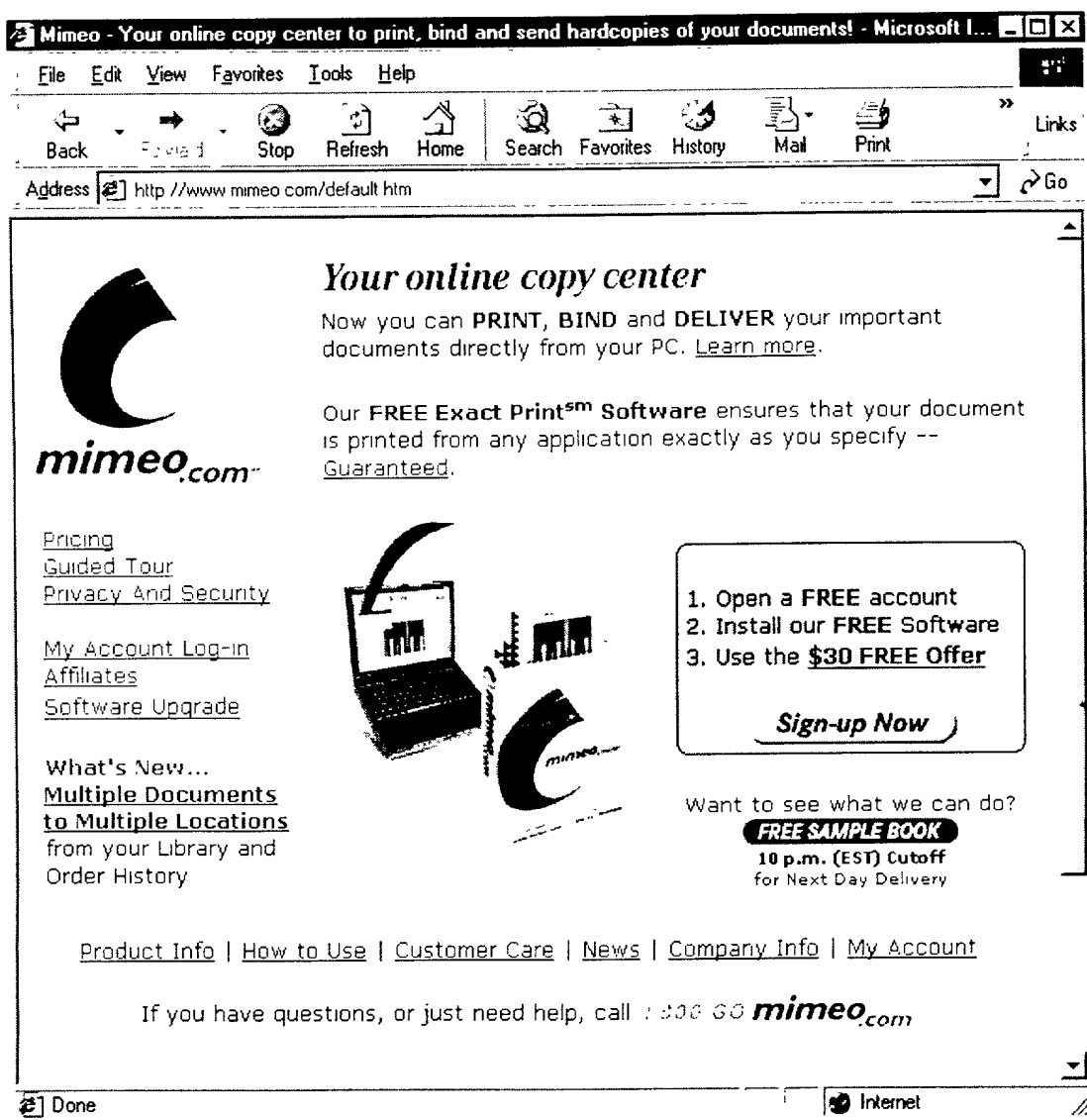



Fig. 11

Sign-up Screen

 1 800 GO MIMEO

[get started](#) [about us](#) [how to use](#) [product info](#) [customer care](#) [my mimeo](#)

ACCOUNT SIGN-UP Step 1 1

Why open a FREE Mimeo.com account?

- It's FREE
- It's Secure, Safe Storage of your documents
- Receive a \$30 FREE Trial Offer
- Receive a FREE Welcome Kit
- Your Satisfaction is Guaranteed

To open an account, just fill out the form below.

OPEN AN ACCOUNT

First Name:

Last Name:

E-mail address:
(i.e. john@aol.com)

Please take a moment to double check your email address.
If it is not correct, we will not be able to confirm your order via email.

Choose a Password: (6 - 10 characters)

Confirm your password:

Enter Promo Code: (if available)

Order your FREE Welcome Kit Today!

Fill out your address information below, to receive paper Samples, an Ideas book and a Mimeo.com EXACT PRINT™ FREE Software CD.

Street Address:

☒ Business Address ☐ Private Residence
Currently, Mimeo does not deliver to P.O. Boxes

Apartment/Suite:

City:

State/Province:

Postal Code:

Country:

Telephone: US & CA ###-###-####

Company:

☒ As a valued customer of Mimeo.com, we will periodically contact you about new services, features, and special offers. If you'd rather not receive these updates, please uncheck this box.

How did you hear about us? (optional)

☐ I agree to the terms of this account

Mimeo.Com Terms, Conditions and Notices

AGREEMENT BETWEEN CUSTOMER AND Mimeo.com

using the Site, you are acknowledging that you agree to be bound by all of the terms and conditions of this Agreement. this Agreement.

Fig. 12

Download Screen

Determines the users operating system and browser and gives appropriate software version and instructions.

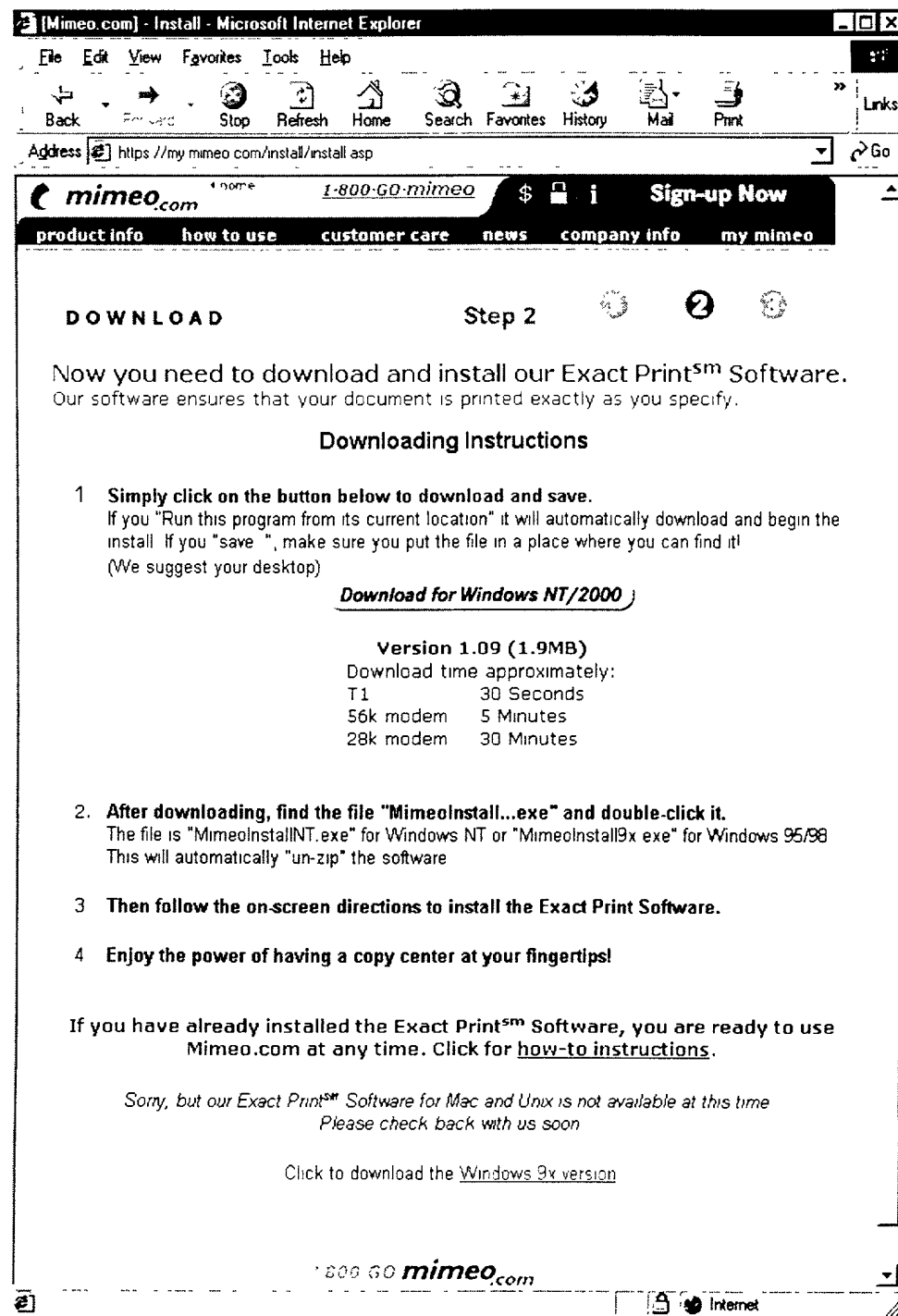


Fig. 13

Install Screen

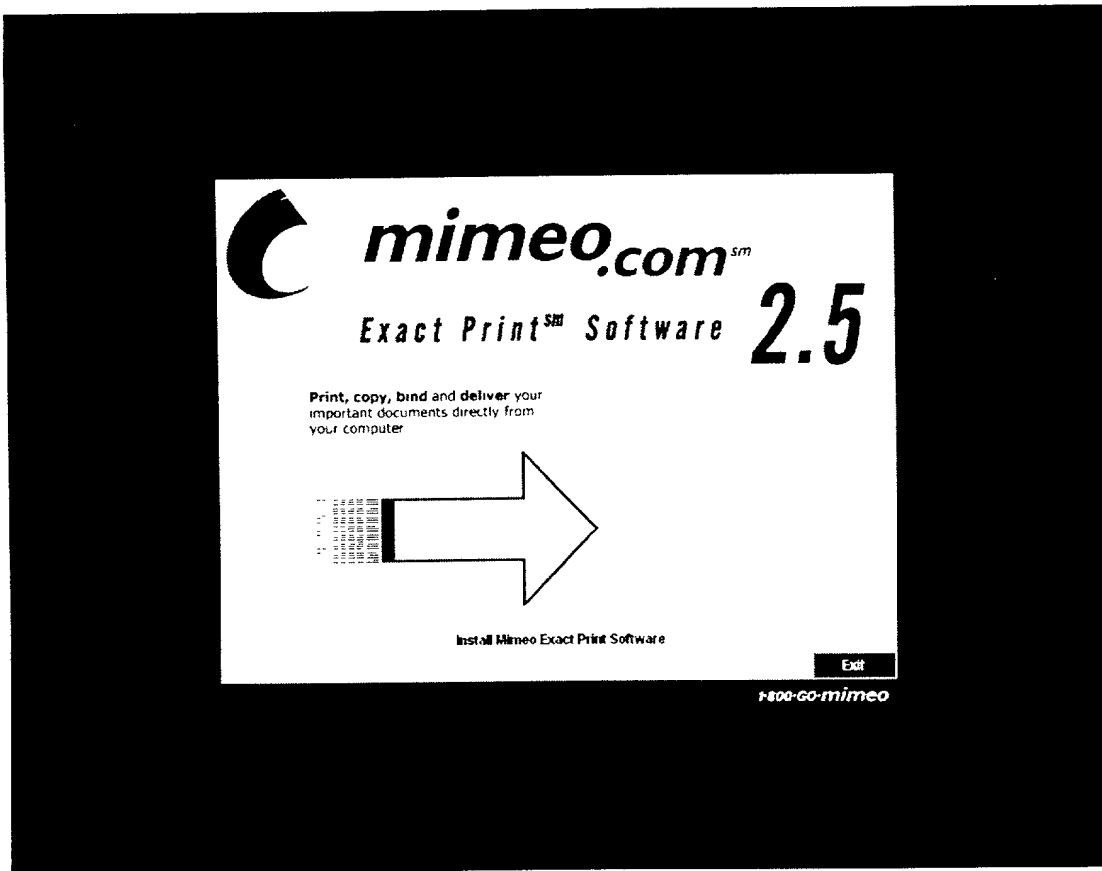


Fig. 14A

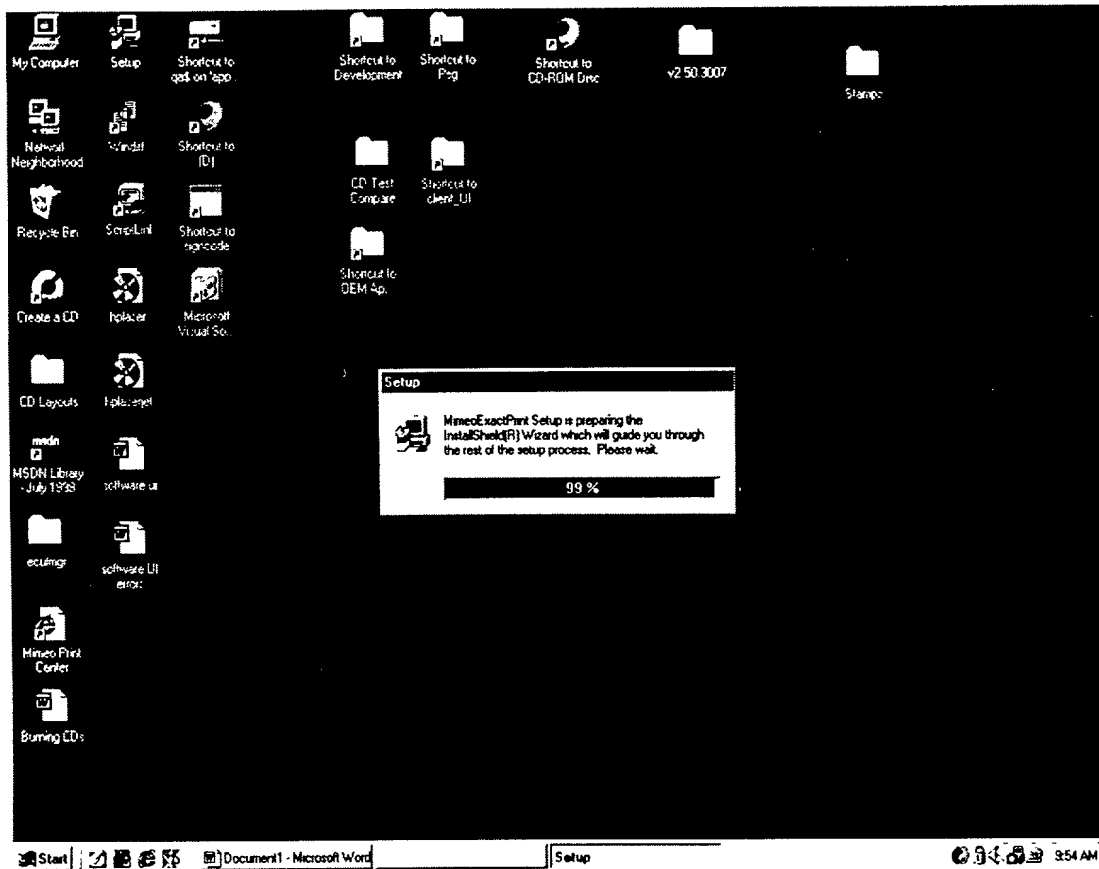


Fig. 14 B

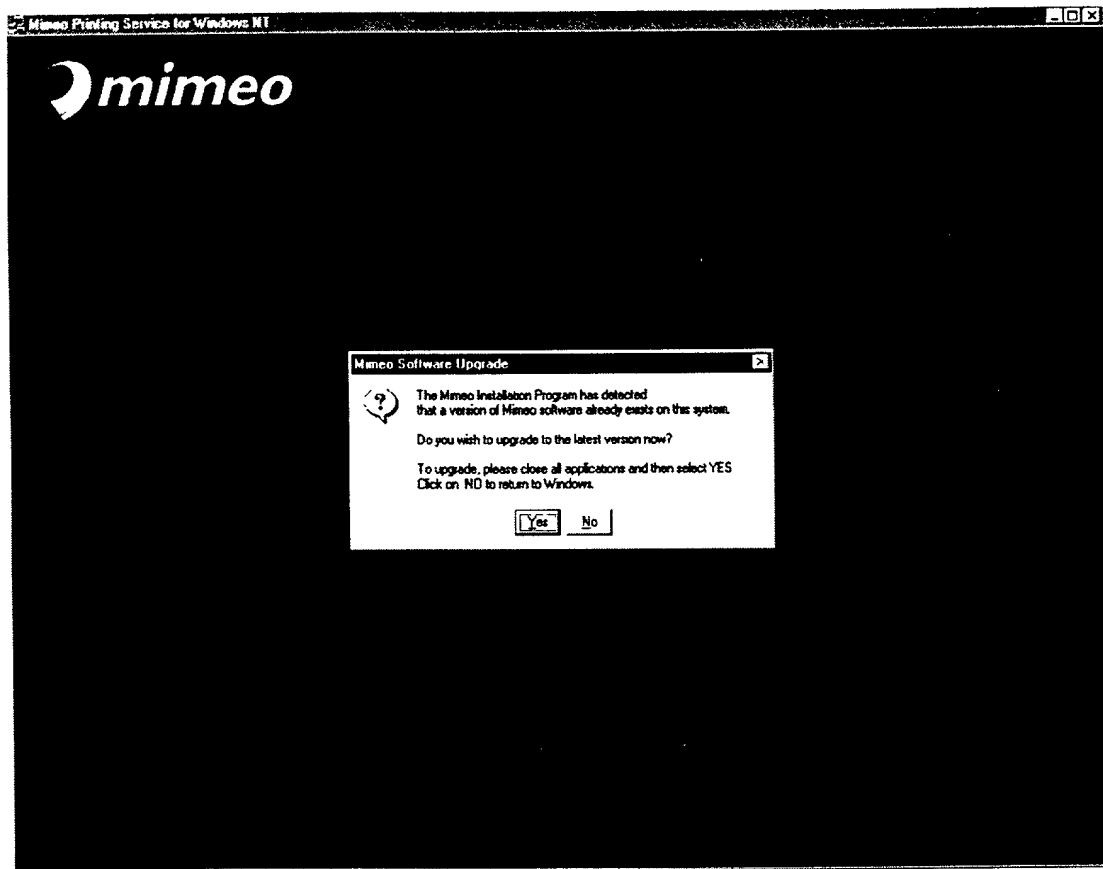


Fig. 14 d)

Mimeo Your online copy center to print, bind and send hardcopies of your documents! Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address C:\Program Files\Mimeo.com\Mimeo Printing Service for NT\Htm\index.html Go Links

You have successfully installed the Exact Print™ Software

Now you need to sign-up for a FREE Account and receive a FREE* Trial Offer

FREE* Trial Offer

[Sign Up Now!](#)

Mimeo.com is an innovative, timesaving Internet service that lets you **PRINT, BIND and DELIVER** your important documents and presentations directly from your computer

No more copy centers
No more waiting in lines
No more missed cut-offs
No more juggling heavy boxes

No more hassles

How Mimeo.com Works:

1 Print to Mimeo

In any application, open your document and choose a Mimeo Printer from the File/Print menu. Click "Ok" to connect to the Mimeo.com site

5

Print to Mimeo.com

Select print from the file menu

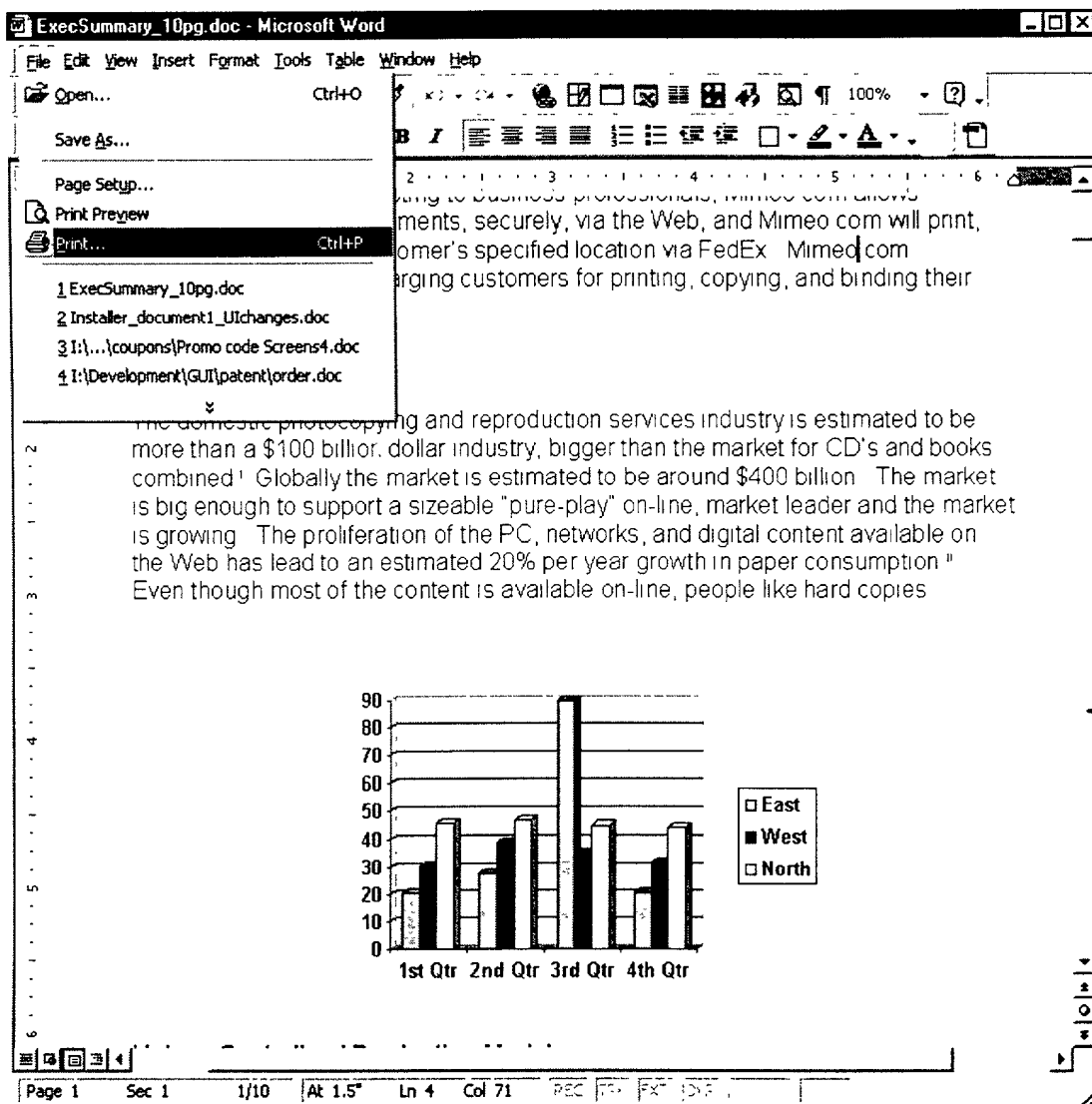


Fig. 15A

Print Dialogue Box

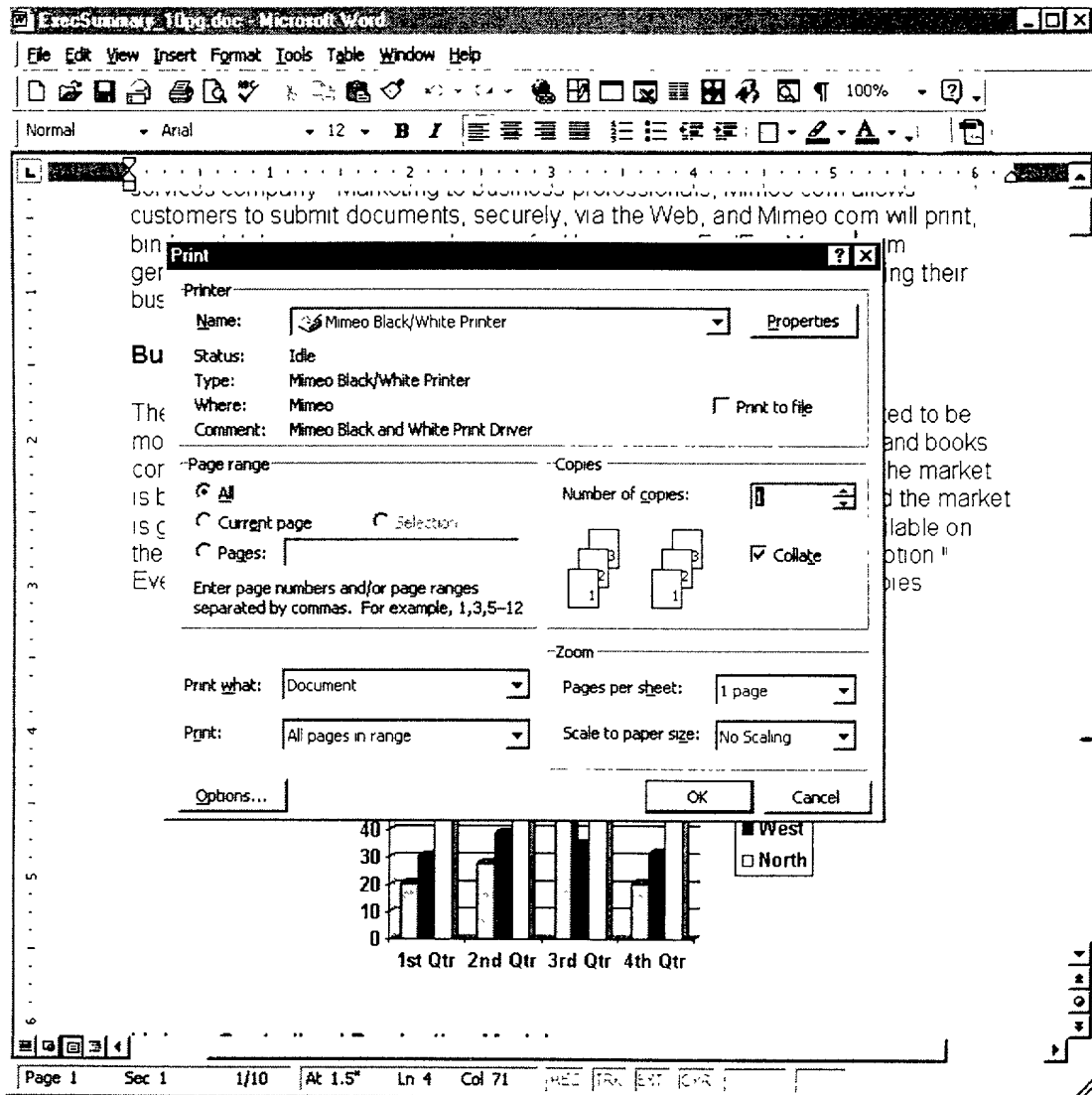


Fig. 15 B

Print Dialogue Box

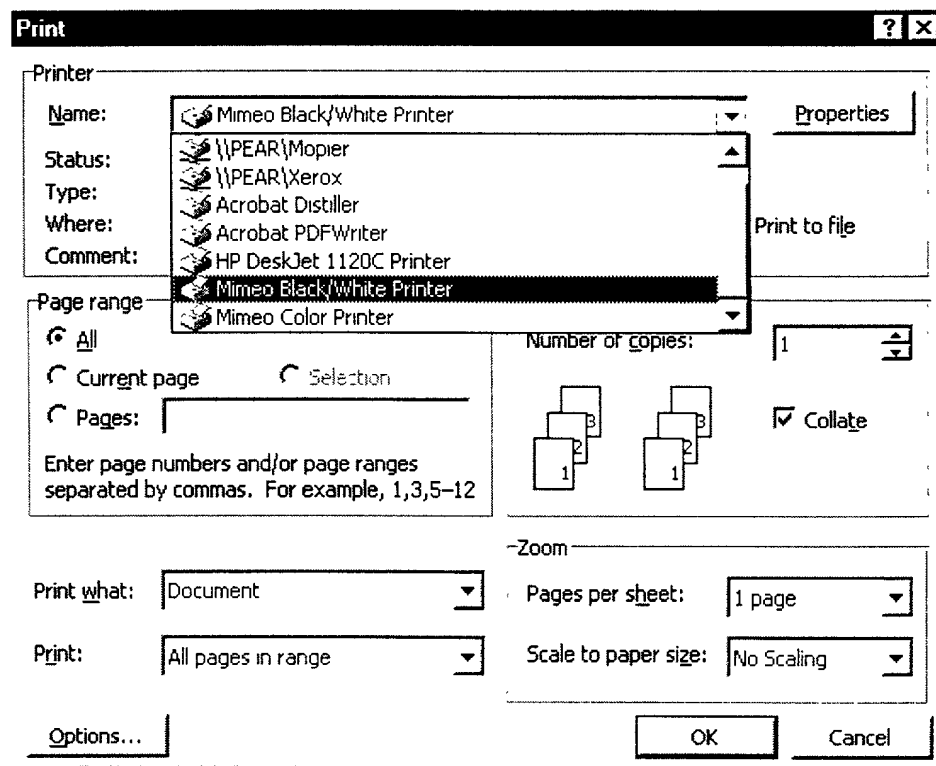


Fig. 15 C

Reminder Screen

The screenshot shows a window titled "Exact Print Software 2.5" with the mimeo.com logo. The text reads: "REMINDER! You must select '1' copy." followed by "If you select more than '1' copy in the previous Print Dialogue box, then you must cancel and print to mimeo again." and "You'll choose number of copies later." There is a checkbox labeled "Do not show this screen again." and buttons for "Cancel" and "Continue >". A phone number "1-800-GO-mimeo" is at the bottom left.

Exact Print Software 2.5 / mimeo.com

REMINDER!
You must select '1' copy.

If you select more than '1' copy in the previous Print Dialogue box, then you must cancel and print to mimeo again.

You'll choose number of copies later.

☐ Do not show this screen again.

1-800-GO-mimeo Cancel Continue >

Fig. 15D

Name & Encrypt Document

The screenshot shows a window titled "Name Document" with the Exact Print Software 2.5 and mimeo.com logos. It says "Welcome to Mimeo.com" and "This software will send your document to our web site. From there you can configure and purchase your document". It asks to "Please name your document:" with a text box containing "Microsoft Word - 8/05 Meeting Index". There is a checkbox for "Encrypt document during transfer" which is checked. Buttons for "Next >" and "Cancel" are at the bottom right, and "1-800-GO-mimeo" is at the bottom left.

Name Document

Exact Print Software 2.5 / mimeo.com

Welcome to Mimeo.com

This software will send your document to our web site. From there you can configure and purchase your document

Please name your document:

Microsoft Word - 8/05 Meeting Index

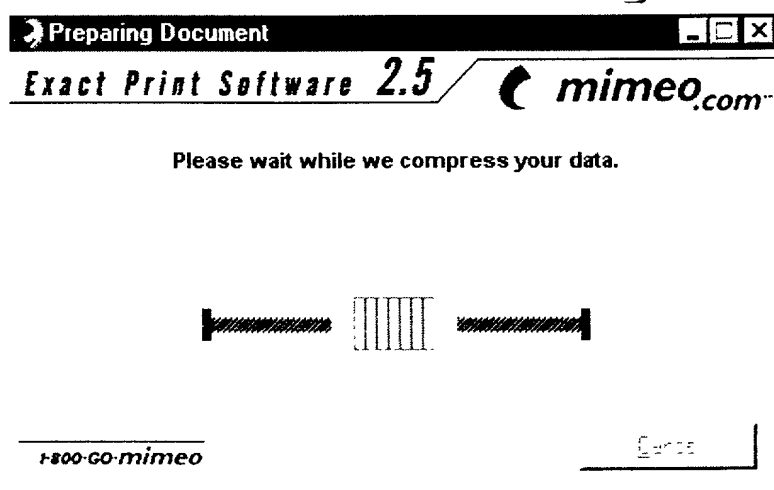
☒ Encrypt document during transfer

1-800-GO-mimeo Next > Cancel

Fig. 15E

Compress document

Fig. 15F

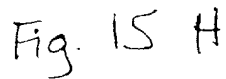


Secure Sign in

The screenshot shows a dialog box titled "Sign in to Mimeo" with a close button. The text inside says "Please enter your e-mail address and password to sign-in." There are two input fields: "E-mail Address:" with the value "jane152@home.com" and "Password:" with the value "xxxxxxx". Below these is a checkbox labeled "Save My Password" which is checked. At the bottom are "OK" and "Cancel" buttons. Below the buttons, it says "If you don't have a Mimeo account, please sign-up now." and a "Sign-up now ..." button.

Fig. 15G

Variable	Mean	SD	Min	Max
Age	34.5	10.2	18	65
Gender	0.5	0.5	0	1
Marital status	0.6	0.5	0	1
Education	12.5	1.5	9	16
Income	15.2	5.8	5	35
Occupation	1.2	0.8	0	2
Health status	1.5	0.5	1	2
Stress level	2.5	1.2	1	4
Life satisfaction	3.5	1.5	1	5
Resilience	4.5	1.5	1	6
Optimism	5.5	1.5	1	7
Gratitude	6.5	1.5	1	8
Forgiveness	7.5	1.5	1	9
Compassion	8.5	1.5	1	10
Kindness	9.5	1.5	1	11
Generosity	10.5	1.5	1	12
Patience	11.5	1.5	1	13
Humility	12.5	1.5	1	14
Modesty	13.5	1.5	1	15
Self-control	14.5	1.5	1	16
Discipline	15.5	1.5	1	17
Perseverance	16.5	1.5	1	18
Determination	17.5	1.5	1	19
Courage	18.5	1.5	1	20
Bravery	19.5	1.5	1	21
Strength	20.5	1.5	1	22
Power	21.5	1.5	1	23
Influence	22.5	1.5	1	24
Authority	23.5	1.5	1	25
Leadership	24.5	1.5	1	26
Management	25.5	1.5	1	27
Organization	26.5	1.5	1	28
Coordination	27.5	1.5	1	29
Communication	28.5	1.5	1	30
Interpersonal skills	29.5	1.5	1	31
Teamwork	30.5	1.5	1	32
Collaboration	31.5	1.5	1	33
Partnership	32.5	1.5	1	34
Relationship	33.5	1.5	1	35
Connection	34.5	1.5	1	36
Network	35.5	1.5	1	37
Community	36.5	1.5	1	38
Society	37.5	1.5	1	39
World	38.5	1.5	1	40
Universe	39.5	1.5	1	41
Cosmos	40.5	1.5	1	42
Heaven	41.5	1.5	1	43
Earth	42.5	1.5	1	44
Land	43.5	1.5	1	45
Water	44.5	1.5	1	46
Air	45.5	1.5	1	47
Fire	46.5	1.5	1	48
Energy	47.5	1.5	1	49
Life	48.5	1.5	1	50
Death	49.5	1.5	1	51
Birth	50.5	1.5	1	52
Growth	51.5	1.5	1	53
Change	52.5	1.5	1	54
Time	53.5	1.5	1	55
Space	54.5	1.5	1	56
Distance	55.5	1.5	1	57
Direction	56.5	1.5	1	58
Location	57.5	1.5	1	59
Position	58.5	1.5	1	60
Height	59.5	1.5	1	61
Width	60.5	1.5	1	62
Depth	61.5	1.5	1	63
Volume	62.5	1.5	1	64
Area	63.5	1.5	1	65
Length	64.5	1.5	1	66
Weight	65.5	1.5	1	67
Mass	66.5	1.5	1	68
Force	67.5	1.5	1	69
Pressure	68.5	1.5	1	70
Temperature	69.5	1.5	1	71
Humidity	70.5	1.5	1	72
Wind	71.5	1.5	1	73
Clouds	72.5	1.5	1	74
Rain	73.5	1.5	1	75
Snow	74.5	1.5	1	76
Ice	75.5	1.5	1	77
Steam	76.5	1.5	1	78
Fog	77.5	1.5	1	79
Mist	78.5	1.5	1	

[illegible]

[illegible]

Rendering Document for Preview

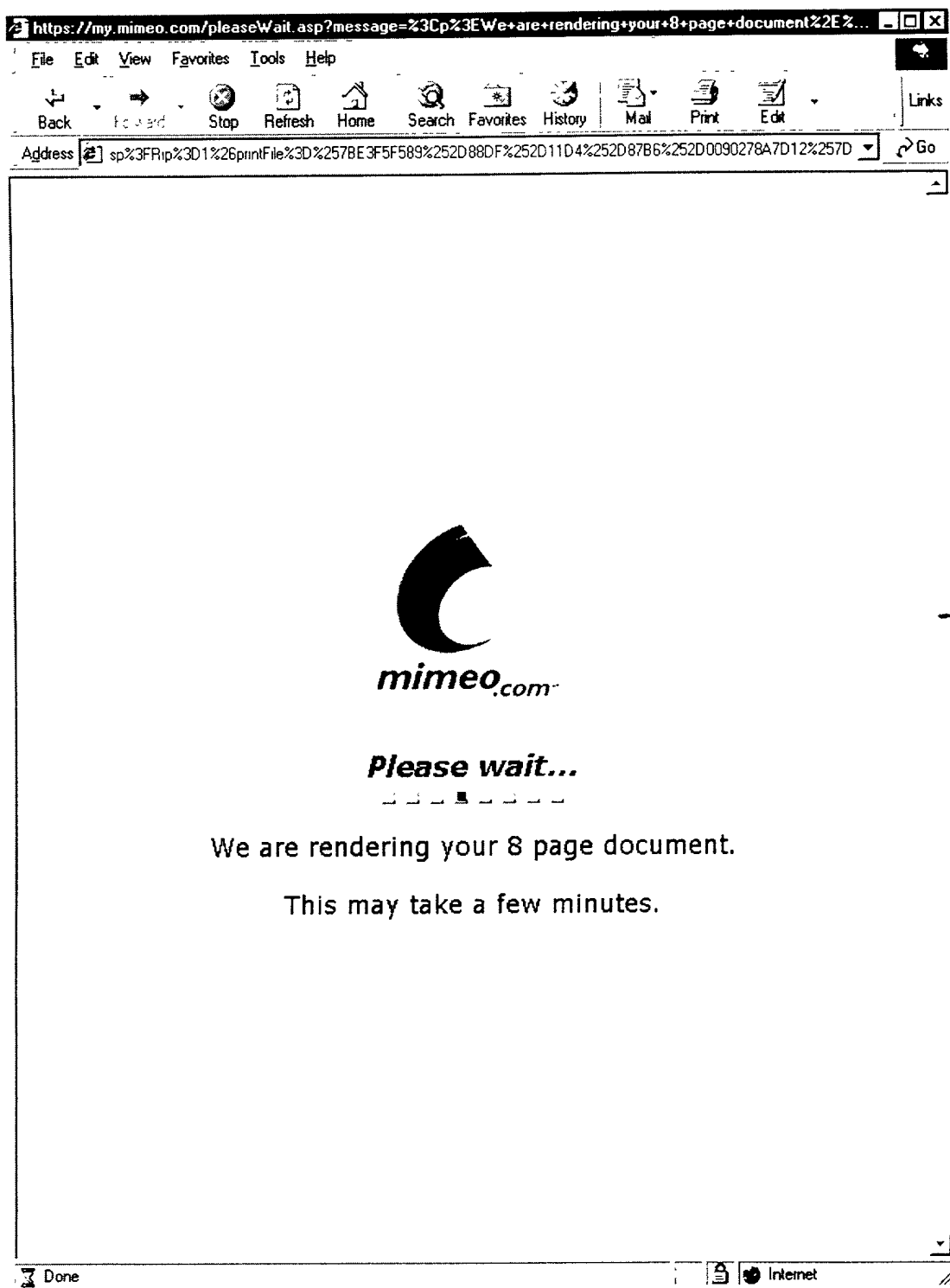


Fig. 15 K

Web Site

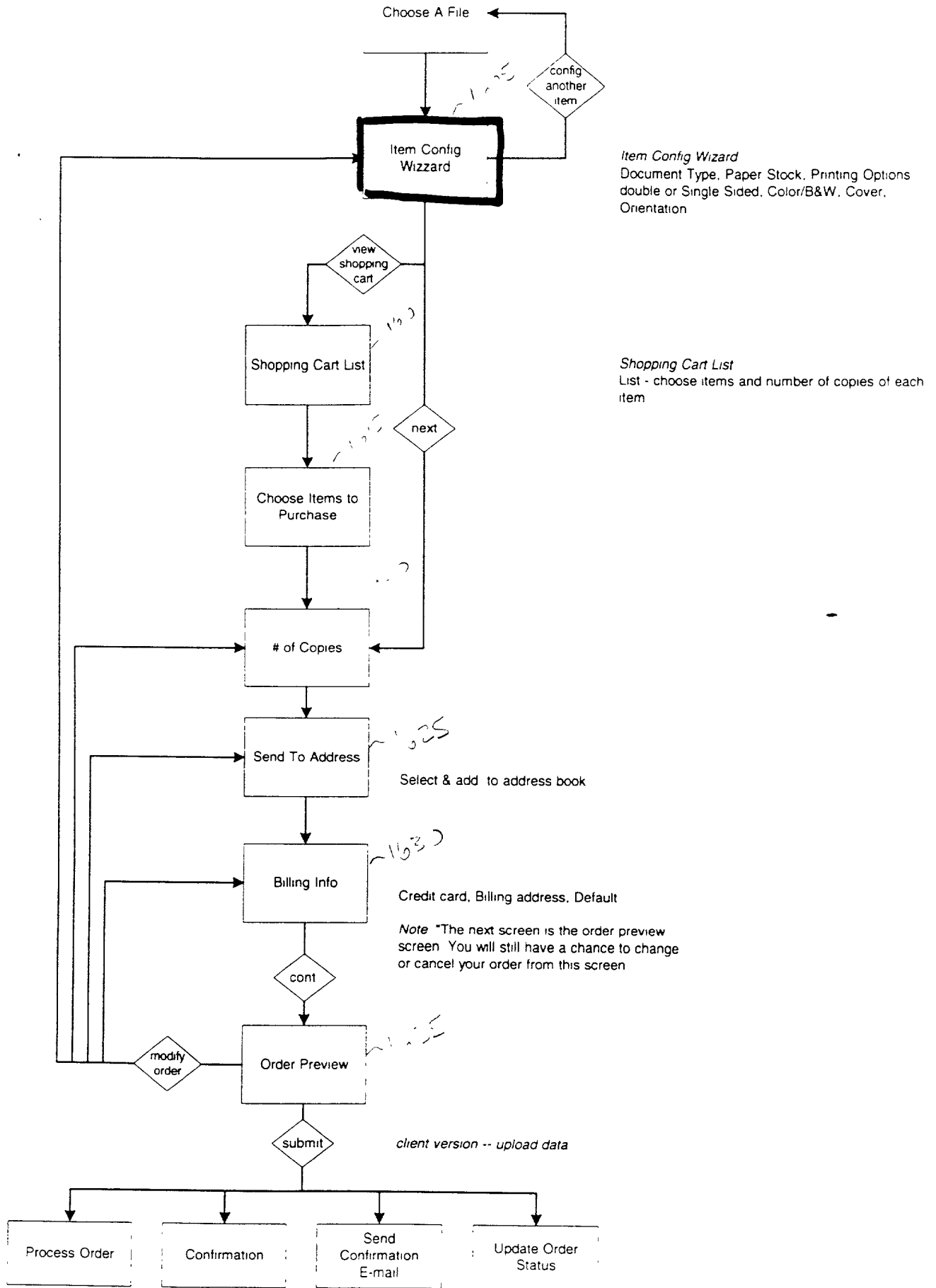


Fig. 16A.

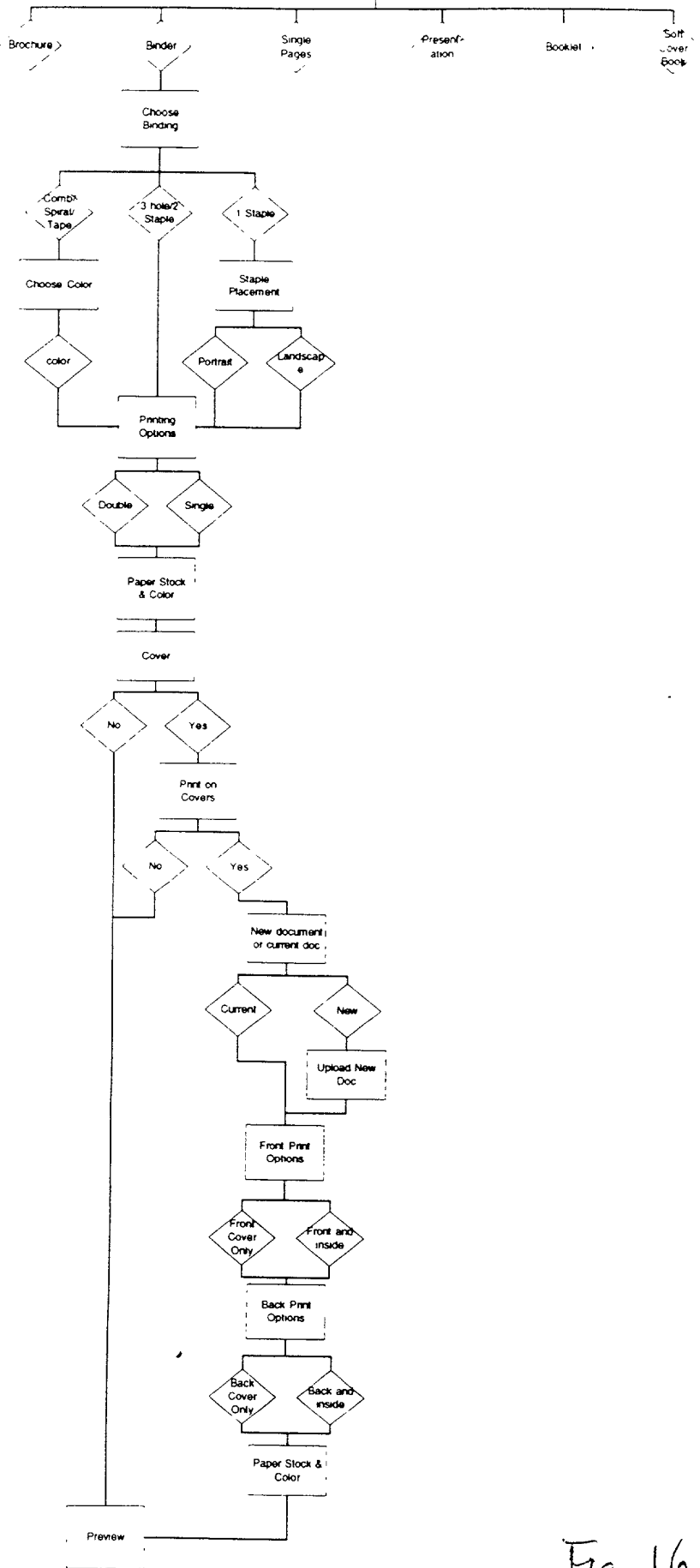


Fig. 16B

Library

[Mimeo.com] - Library - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <https://my.mimeo.com/library/library.asp> Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimoo
shopping cart my library order history address book account profile

LIBRARY

Which documents would you like to add to your order?

This is your personal archive and contains all of your documents that you have uploaded to Mimeo.com. Click [order] or [add to order] to add a document to your shopping cart.

As of 9/12/00 4 09:12 PM Eastern Standard Time

Unordered Documents

These documents will be removed 72 hours from upload.

Document Name	Pages	Color	Uploaded	Expiration	
Process Order	8	B & W	9/12/00	71 hours or	<input type="button" value="Remove Now"/> <input type="button" value="Add To Order"/>

Ordered Documents

These documents can be re-ordered up to 30 days from the last order date.

Document Name	Pages	Color	Uploaded	Expiration	
Microsoft Word - Bali	58	B & W	8/17/00	9/16/00 or	<input type="button" value="Remove Now"/> <input type="button" value="Add To Order"/>
Microsoft Word - Bali	61	B & W	8/23/00	9/22/00 or	<input type="button" value="Remove Now"/> <input type="button" value="Add To Order"/>
WelcomeKit_5E	14	Color	9/12/00	10/12/00 or	<input type="button" value="Remove Now"/> <input type="button" value="Add To Order"/>

1-800-GO **mimeo.com**

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Internet

Fig. 17A

Ezviewer (Exact Print Configurator)

Users configure and preview the 'printed' document in real time. The price per copy is updated immediately and the user can navigate and preview the entire document.

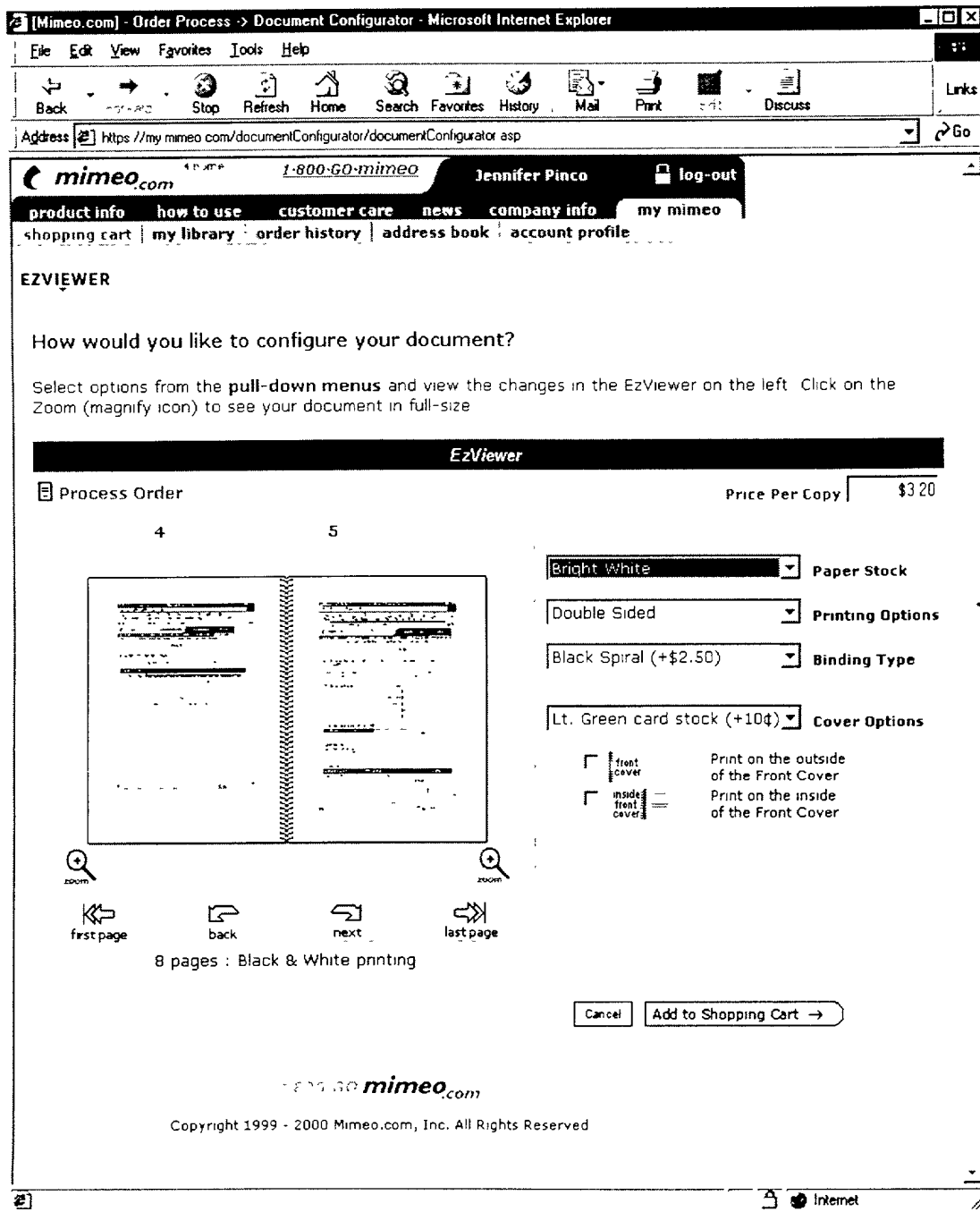
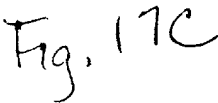


Fig. 17B

Descriptive statistics		Univariate analysis		Multivariate analysis	
Variable	Value	OR	95% CI	OR	95% CI
Age (years)	55.2	1.02	0.98-1.06	1.01	0.97-1.05
Sex					
Male	58.2	1.0		1.0	
Female	41.8	1.05	0.85-1.30	1.02	0.82-1.28
Marital status					
Married	65.3	1.0		1.0	
Single	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Education					
High school or less	45.2	1.0		1.0	
College or more	54.8	1.03	0.83-1.28	1.01	0.81-1.27
Income					
Low	35.2	1.0		1.0	
High	64.8	1.05	0.85-1.30	1.02	0.82-1.28
Health status					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Smoking status					
Smoker	45.2	1.0		1.0	
Nonsmoker	54.8	1.03	0.83-1.28	1.01	0.81-1.27
Alcohol consumption					
Regular	35.2	1.0		1.0	
Occasional	64.8	1.05	0.85-1.30	1.02	0.82-1.28
Family size					
Small	45.2	1.0		1.0	
Large	54.8	1.03	0.83-1.28	1.01	0.81-1.27
Health insurance					
Private	65.3	1.0		1.0	
Public	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Comorbidities					
Hypertension	45.2	1.0		1.0	
Diabetes	35.2	1.0		1.0	
Heart disease	25.2	1.0		1.0	
Cancer	15.2	1.0		1.0	
Other	10.2	1.0		1.0	
Medication					
None	15.2	1.0		1.0	
One or more	84.8	1.05	0.85-1.30	1.02	0.82-1.28
Healthcare utilization					
Low	35.2	1.0		1.0	
High	64.8	1.05	0.85-1.30	1.02	0.82-1.28
Healthcare costs					
Low	35.2	1.0		1.0	
High	64.8	1.05	0.85-1.30	1.02	0.82-1.28
Healthcare satisfaction					
Satisfied	65.3	1.0		1.0	
Dissatisfied	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare access					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare quality					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare safety					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare effectiveness					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare equity					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare transparency					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare accountability					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.48
Healthcare responsiveness					
Good	65.3	1.0		1.0	
Poor	34.7	1.08	0.78-1.49	1.05	0.75-1.4



Ezviewer (Exact Print Configurator) Printing options

[Mimeo.com] - Order Process -> Document Configurator - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Discuss

Address <https://my.mimeo.com/documentConfigurator/documentConfigurator.asp> Go

mimeo.com 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimoo

shopping cart my library order history address book account profile

EZVIEWER

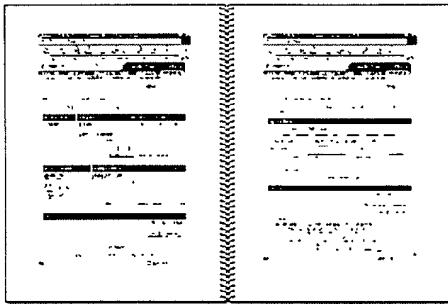
How would you like to configure your document?

Select options from the **pull-down menus** and view the changes in the EzViewer on the left. Click on the Zoom (magnify icon) to see your document in full-size

EzViewer

Process Order Price Per Copy \$324

6 7



zoom zoom

first page back next last page

8 pages : Black & White printing

Ivory/Linen (+1¢/pg) Paper Stock

Double Sided Printing Options

Single Sided

Double Sided Binding Type

Lt Green card stock (+10¢) Cover Options

☐ front cover Print on the outside of the Front Cover

☐ inside front cover Print on the inside of the Front Cover

Cancel

Add to Shopping Cart →

1-800-GO-mimeo.com

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Internet

Fig 17D

EZviewer (Exact Print Configurator) Binding Options

[Mimeo.com] - Order Process -> Document Configurator - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print F4 Discuss

Address <https://my.mimeo.com/documentConfigurator/documentConfigurator.asp> Go

mimeo.com
1-800-GO-mimeo
Jennifer Pinco [log-out](#)

product info how to use customer care news company info my mimeo
shopping cart my library order history address book account profile

EZVIEWER

How would you like to configure your document?

Select options from the **pull-down menus** and view the changes in the EzViewer on the left. Click on the Zoom (magnify icon) to see your document in full-size.

EzViewer

Process Order
Price Per Copy \$324

6
7

zoom
 zoom

first page
 back
 next
 last page

8 pages : Black & White printing

Ivory/Linen (+1¢/pg)
Paper Stock

Double Sided
Printing Options

Black Comb (+\$2.50)
Binding Type

No Binding
Black Tape (+\$2.50)
Black Comb (+\$2.50)
Black Spiral (+\$2.50)
Black Twin Loop Wire (+\$2.50)
Black Velo™ (+\$2.50)
1 Staple - portrait (+2¢)
2 Staples - long side (+4¢)
1 Staple - landscape (+2¢)
3 Hole - Loose (+30¢)

Cover Options
outside cover
inside cover

Cancel
Add to Shopping Cart →

1-800-GO **mimeo.com**
Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Fig. 17E

Ezviewer (Exact Print Configurator) Cover options

Microsoft Internet Explorer - Mimeo.com - Order Process -> Document Configurator

Address: https://my.mimeo.com/documentConfigurator/documentConfigurator.asp

mimeo.com 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimeo
shopping cart my library order history address book account profile

EZVIEWER

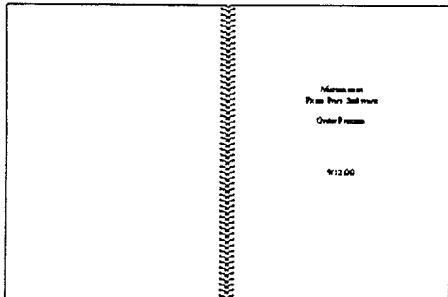
How would you like to configure your document?

Select options from the **pull-down menus** and view the changes in the EzViewer on the left. Click on the Zoom (magnify icon) to see your document in full-size.

EzViewer

Process Order Price Per Copy \$324

1



first page back next last page

8 pages : Black & White printing

Cancel Add to Shopping Cart →

Ivory/Linen (+1¢/pg.) **Paper Stock**

Double Sided **Printing Options**

Black Spiral (+\$2.50) **Binding Type**

Lt. Green card stock (+10¢) **Cover Options**

No Covers

Bright White card stock (+10¢) outside cover

Lt. Blue card stock (+10¢) inside cover

Lt. Green card stock (+10¢) inside cover

Lt. Gray card stock (+10¢) outside cover

Clear front/Black Vinyl (+50¢)

1-800-GO-mimeo.com

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Fig. 17 F

Ezviewer (Exact Print Configurator) Zoom
Zoom into any page and preview the 'printed' document in full size.

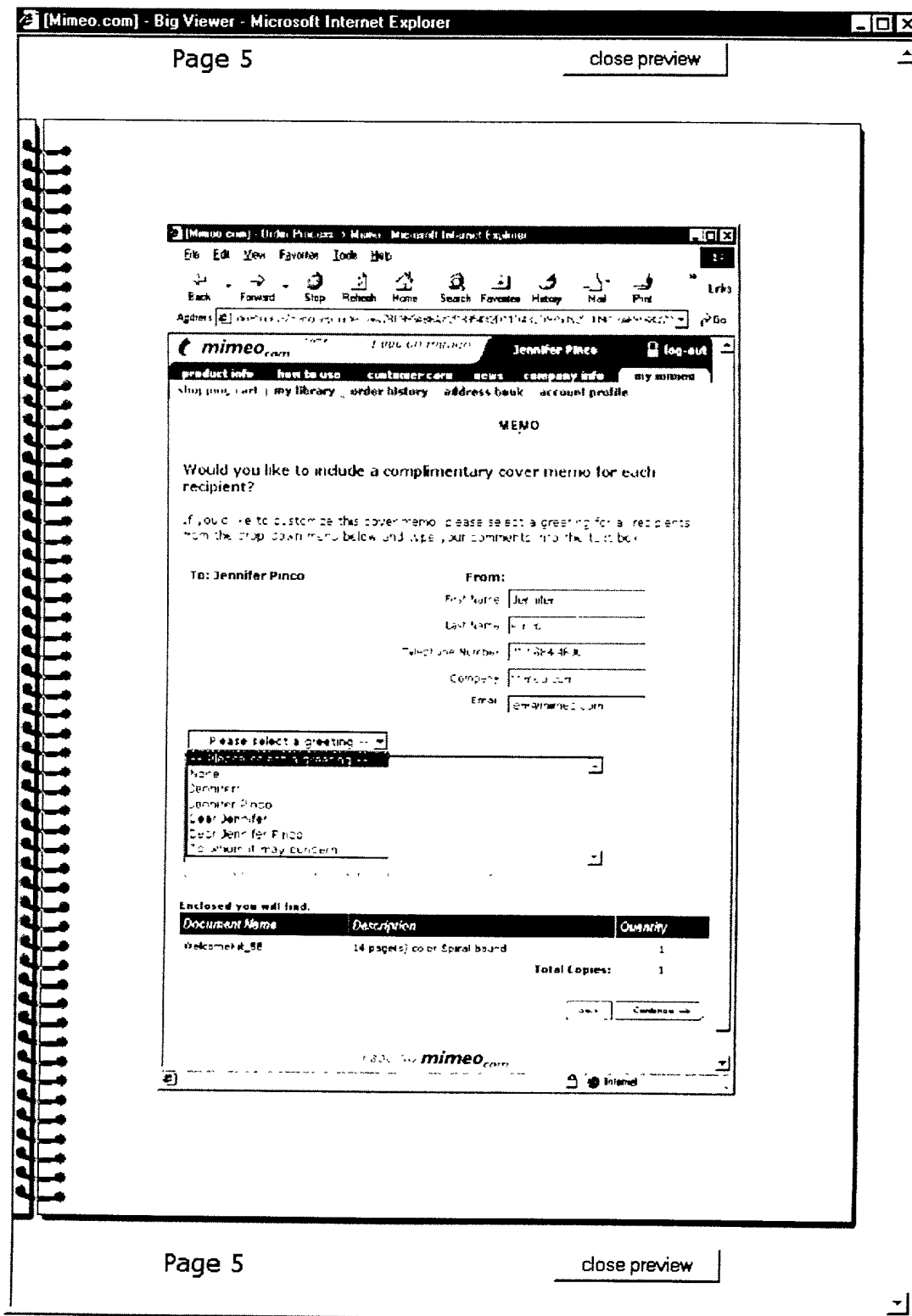


Fig. 17 G

Shopping Cart

Add multiple documents to an order and input number of copies of each document

[Mimeo.com] - Order Process -> Shopping Cart - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <https://my.mimeo.com/orderProcess/shoppingCart.asp?OrderID={C993AB8C-8354-11D4-9750-009027AF9568}> Go

mimeo.com 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimoo

shopping cart my library order history address book account profile

SHOPPING CART

Which documents and how many of each would you like to order?

Input the quantity of each document and click [update] to preview the new subtotal
To remove an item from this order change the quantity to 0 and then click [update]

Document Name	Details	Unit Price	Quantity	Cost
<input type="checkbox"/> Process Order	<ul style="list-style-type: none">- 8 pages- Black & White printing- Double sided printing- Bright White paper stock- Spiral binding- Light Green Card cover stock	\$3.20	<input type="text" value="5"/> <input type="button" value="Update"/>	\$16.00
<input type="button" value="Modify"/>				
<input type="checkbox"/> WelcomeKit SE	<ul style="list-style-type: none">- 14 pages- Color printing- Double sided printing- Bright White paper stock- Spiral binding- Clear/Black Vinyl cover stock	\$16.93	<input type="text" value="10"/> <input type="button" value="Update"/>	\$169.30
<input type="button" value="Modify"/>				

Add a document from my library
or
Add a document from my computer...
Open your file, choose print from the file menu and select a Mimeo printer.

To remove a document, change quantity to 0 and then click [Update]. **Subtotal*:**

* Delivery charges will be added later

1-800-GO **mimeo.com**

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Done Internet

Fig. 17 H

Addressing

Send documents to multiple recipients

[Mimeo.com] - Order Process -> Addressing - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

Address eo.com/orderProcess/addressing.asp?orderId=%7BC993AB6A%2D8354%2D11D4%2D9750%2D009027AF9568%7D Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimoo
shopping cart my library order history address book account profile

ADDRESSING

Add recipients from your address book

Select the check boxes of the addresses where you would like to send this order. Click [Create New Address] to add a new name to your address book and recipient list. Click on the name to edit an address.

Address Book

Add Address:

<input type="checkbox"/>	Aysseh, Patrick	Work	201 e. 35th street, NY, NY, United States, 10016
<input type="checkbox"/>	Person, New	Work	1077 S Winchester Blvd, San Jose, CA, United States, 95128-3792
<input checked="" type="checkbox"/>	Pinco, Jennifer	Work	12 W 27th St, New York, NY, United States, 10001
<input type="checkbox"/>	Pinco, Jennifer	Work	12 W 27th St, New York, NY, United States, 10001-6903
<input type="checkbox"/>	Pinco, Joyce	Home	26 Esworthy Terrace, North Potomac, MD, United States, 20878
<input type="checkbox"/>	Somebody, J	Work	500 W Madison St, Chicago, IL, United States, 60661-2511
<input type="checkbox"/>	Stewart, Jeff	Work	12 W 27th St, New York, NY, United States, 10001-6903

1-800 GO **mimeo.com**

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

https://my.mimeo.com/orderProcess/addressing.asp?orderId={C993AB6A-8354-11D4-9750-009027AF9568} Internet

Fig. 17 I

Delivery options

Delivery options for each recipient are shown by date, price and delivery method.

[Mimeo.com] - Order Process -> Delivery - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

Address <https://my.mimeo.com/orderProcess/delivery.asp?orderId={C993AB6A-8354-11D4-9750-009027AF9568}&action=Calc> Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimoo

shopping cart my library order history address book account profile

DELIVERY

How shall we send this order?

Please select a delivery method for **each** recipient using the drop down menus.

Delivery Method			
Pinco, Jennifer Work	FedEx® First Overnight	8:00am, Wed, Sep 13	\$48.62

Delivery Subtotal: \$48.62

Back Continue →

1-800-GO mimoo.com

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Internet

Fig. 17 J

Memo

Users can create a customized memo for the package cover slip.

[Mimeo.com] - Order Process -> Memo - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address [delProcess/memo.asp?orderId=%7BC993AB6A%2D8354%2D11D4%2D9750%2D009027AF9568%7D](#) Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimео
shopping cart my library order history address book account profile

MEMO

Would you like to include a complimentary cover memo for each recipient?

If you'd like to customize this cover memo, please select a greeting for all recipients from the drop-down menu below and type your comments into the text box.

To: Jennifer Pinco

From:

First Name: Jennifer

Last Name: Pinco

Telephone Number: 212-684-4600

Company: Mimeo com

Email: jen@mimeo.com

-- Please select a greeting --

-- Please select a greeting --

None
Jennifer:
Jennifer Pinco:
Dear Jennifer,
Dear Jennifer Pinco,
To whom it may concern:

Enclosed you will find:

Document Name	Description	Quantity
WelcomeKit_5E	14 page(s) color Spiral bound	1
Total Copies:		1

Back Continue →

1-800-GO **mimeo.com**

Internet

Fig. 17 K

Summary

[Mimeo.com] - Order Process -> Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address [Process/summary.asp?orderID=%7BC993AB6A%2D8354%2D11D4%2D9750%2D009027AF9568%7D](#) Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimео

shopping cart my library order history address book account profile

SUMMARY

Please review your order below.

Use the [modify] buttons to make any changes.

Document Name	Configuration	Unit Price	Quantity	Cost
WelcomeKit_SE	- 14 pages - C for printing - Double sided printing - Bright White paper stock - Spiral binding - Clear/Black Vinyl cover stock	\$16.93	1	\$16.93

Modify

Modify Quantity **Document Subtotal: \$16.93**

Recipient Address	Delivery Information	Cost
Jennifer Pinco Mimeo.com 12 W 27th St Fl 14 New York, NY 10001 United States 212-684-4600 jen@mimeo.com	1 package(s) shipped using FedEx® Express Saver will arrive by 4:30pm, Fri, Sep 15	\$5.46

Modify Recipients/Delivery **Delivery Subtotal: \$5.46**

Order Total

Order Total: \$22.39

Back Continue →

1-800-GO-mimeo.com

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Internet

Fig. 17 L

Payment

[Mimeo.com] - Order Process -> Payment - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address <https://my.mimeo.com/orderProcess/payment.asp> Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my.mimeo

shopping cart my library order history address book account profile

PAYMENT

How would you like to pay for this order?

Please fill out your payment information below, **agree** to the disclaimer and click [Purchase Now].

Payment Method

☒ **Account Credit:** \$302.05 available

----- OR -----

☐ **Credit Card:** -- Please select a credit card type --

Card Number: _____ Expiration Date: _____ (MMYY)

Card Holder's Name: Jennifer Pinco Billing Postal Code*: _____

Ref Number (optional): _____

*The billing postal code is required for your security.

Order Total

Order Total: \$22.39

☒ I agree to the disclaimer

Back Purchase Now

Disclaimer:

Mimeo.com Notice: By submitting your document(s) for printing and/or shipping, you: (a) represent and warrant that such documents do not infringe or violate the copyrights, trademarks, or other rights of any third parties, and that you have the authority to reproduce and distribute (and to authorize others to reproduce and distribute) such document(s); (b) agree to indemnify, defend, and hold Mimeo.com harmless from any claims,

Fig 17m

Order Confirmation

[Mimeo.com] - Confirmation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address <http://mimeo.com/confirm.asp?orderID=%7BC993AB6A%2D8354%2D11D4%2D9750%2D009027AF9568%7D> Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimео

shopping cart my library order history address book account profile

ORDER CONFIRMATION

Your order has been received.
You should receive an e-mail confirmation shortly.

Thank you for using Mimeo.com!

Order Information

Order ID: 00-0001-00001-23726
Order Total: \$22.39
[Track this order](#)

Documents will be saved in your library until 10/12/00
[Reorder Now](#)

1-800 GO **mimeo.com**

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Downloading picture <https://van.ads.link4ads.com/bin/wadredir?req=event&evtval> Internet

Fig. 17 N

File

Edit

View

Favorites

Tools

Help

Back

Forward

Stop

Refresh

Home

Search

Favorites

History

Mail

Print

Edit

Links

Address

https://my.mimeo.com/library/library.asp

Go

mimeo.com

home

1-800-GO-mimeo

Jennifer Pinco

log-out

product info

how to use

customer care

news

company info

my mimeo

shopping cart

my library

order history

address book

account profile

LIBRARY

Which documents would you like to add to your order?

This is your personal archive and contains all of your documents that you have uploaded to Mimeo.com. Click [order] or [add to order] to add a document to your shopping cart.

As of 9/12/00 3:12:03 PM Eastern Standard Time

Unordered Documents

These documents will be removed 72 hours from upload.

Document Name	Pages	Color	Uploaded	Expiration	
Process Order	8	B & W	9/12/00	72 hours or	<div>Remove Now</div> <div>Order</div>

Ordered Documents

These documents can be re-ordered up to 30 days from the last order date.

Document Name	Pages	Color	Uploaded	Expiration	
Microsoft Word - Bali	58	B & W	8/17/00	9/16/00 or	<div>Remove Now</div> <div>Order</div>
Microsoft Word - Bali	61	B & W	8/23/00	9/22/00 or	<div>Remove Now</div> <div>Order</div>
WelcomeKit_SE	14	Color	9/12/00	10/12/00 or	<div>Remove Now</div> <div>Order</div>

1-800-GO mimeo.com

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Fig. 170

Order History

[Mimeo.com] - Order History - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address <https://my.mimeo.com/orderHistory/orderHistory.asp> Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my mimeo

shopping cart my library order history address book account profile

ORDER HISTORY

This is a list of all orders you have placed using Mimeo.com for the past 31 days.

As of 9/12/00 5:02:27 PM Eastern Time (9/12/00 2:02:27 PM Pacific)

Date	Order ID	Documents	Status	
9/12/00	00-0001-00001-23726	WelcomeKit_SE (1 copy)	Shipped [track]	Re-Order
8/23/00	00-0001-00001-13758	Microsoft Word - Bali (2 copies)	Shipped [track]	Re-Order
8/17/00	00-0001-00001-11194	Microsoft Word - Bali (2 copies)	Shipped [track]	Re-Order
7/18/00	00-0001-00000-90842	screen (9 copies) webSite (9 copies)	Shipped [track]	Re-Order
7/10/00	00-0001-00000-84968	WelcomeKit_4_distiller (4 copies)	Shipped [track]	
7/10/00	00-0001-00000-84823	WelcomeKit_4_quark6 (2 copies)	Shipped [track]	
7/10/00	00-0001-00000-84799	WelcomeKit_4_pdf (2 copies) WelcomeKit_4_quark (2 copies)	Cancelled	
6/16/00	00-0001-00000-20979	Color Test3 PDF (3 copies)	Shipped [track]	Re-Order
6/16/00	00-0001-00000-20968	Color Test Quark (3 copies)	Shipped [track]	Re-Order
6/2/00	00-0001-00000-20957	Color Test (2 copies)	Shipped [track]	Re-Order
2/9/00	00-0001-00000-20946	Microsoft Word - ExecSummary (5 copies)	Shipped [track]	Re-Order
1/25/00	00-0001-00000-20935	ExecSummary (15 copies)	Shipped [track]	Re-Order

1-800-GO **mimeo.com**

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Done Internet

Fig. 17 P

Order Detail / Tracking

Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address <https://my.mimeo.com/orderHistory/orderDetail.asp> Go

mimeo.com 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my.mimeo

shopping cart my library order history address book account profile

ORDER DETAIL

Order ID: 00-0001-00001-23726 [Order History](#) [Tracking](#)

Document Name	Configuration	Unit Price	Quantity	Cost
WelcomeKit_5E	<ul style="list-style-type: none"> - 14 pages - C- for printing - Double sided printing - Bright White paper stock - Spiral binding - Clear/Black Vinyl cover stock 	\$16.93	1	\$16.93

Document Subtotal: \$16.93

Recipient Address	Delivery Information	Cost
Jennifer Pinco Mimeo.com 12 W 27th St Fl 14 New York, NY 10001 United States 212-684-4600 jen@mimeo.com	1 package(s) shipped using FedEx® Express Saver will arrive by 4:30pm, Fri, Sep 15	\$5.46

Delivery Subtotal: \$5.46

Order Total

Order Total: \$22.39

[Re-Order](#)

1-800-GO-mimeo.com

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Done Internet

Fig. 17 Q

Account Profile

[Mimeo.com] - Profile Editor - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address <https://my.mimeo.com/profile/profileEditor.asp> Go

mimeo.com 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my.mimeo

shopping cart my library order history address book account profile

ACCOUNT PROFILE

You may modify your account settings such as password, account address and default delivery by selecting the buttons below.

Account Information

Name: Jennifer Pinco
Log-in/E-mail: jen@mimeo.com [Change Account Info](#)
Member Since: 1/17/00
Documents in Library: 4 [Change Password](#)
Credit: \$279.66

Account Address

Current Account Address:
Jennifer Pinco
Mimeo.com
12 W 27th St
Fl 14
New York, NY 10001
United States
212-684-4600
jen@mimeo.com
[Edit Address](#)

Preferences

Notify me...
☒ of new product offerings
☒ of promotions & discounts

Default Delivery: [FedEx® - Standard Overnight](#) [Update Preferences](#)

1-800 GO **mimeo.com**

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Done Internet

Fig 17 R

Address Book

[Mimeo.com] - Address Book - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address <https://my.mimeo.com/addressBook/addressBook.asp> Go

mimeo.com home 1-800-GO-mimeo Jennifer Pinco log-out

product info how to use customer care news company info my.mimeo

shopping cart my library order history address book account profile

ADDRESS BOOK

Click [Create New Address] to add a new name to your address book. Click on the name to edit an address.

Address Book

Add Address: [Create New Address](#)

<input type="checkbox"/>	Aysseh, Patrick	Work	201 e. 35th street, NY, NY, United States, 10016
<input type="checkbox"/>	Person, New	Work	1077 S Winchester Blvd, San Jose, CA, United States, 95128-3792
<input type="checkbox"/>	Pinco, Jennifer	Work	12 W 27th St, New York, NY, United States, 10001
<input type="checkbox"/>	Pinco, Jennifer	Work	12 W 27th St, New York, NY, United States, 10001-6903
<input type="checkbox"/>	Pinco, Joyce	Home	26 Esworthy Terrace, North Potomac, MD, United States, 20878
<input type="checkbox"/>	Somebody, J	Work	500 W Madison St, Chicago, IL, United States, 60661-2511
<input type="checkbox"/>	Stewart, Jeff	Work	12 W 27th St, New York, NY, United States, 10001-6903

[Remove Selected Items](#)

1-800-GO-mimeo.com

Copyright 1999 - 2000 Mimeo.com, Inc. All Rights Reserved

Internet

Fig 17 S